

ZWAPGRID PRIVACY POLICY AND DATA PROCESSING AGREEMENT

1. INTRODUCTION

- 1.1 Zwapgrid AB, reg. no. 559079-0100, ("Zwapgrid") provides cheap, efficient and secure data streaming between systems (the "Services"). The Services are subject to Zwapgrid's general terms and conditions for the Services (the "Terms and Conditions").
- 1.2 When providing the Services, Zwapgrid may receive, transmit, and process sensitive information, including personal data. This Privacy Policy (the "Privacy Policy") regulates Zwapgrid's processing of such data, both as processor of data streamed in the Services by its users and data collected and processed by Zwapgrid. The Privacy Policy, which is prepared in accordance with the provisions of EU Regulation (EU) 2016/679 and Swedish national laws and regulations (jointly the "Data Protection Regulation"), forms an integral part of the Terms and Conditions and applies for as long as the Subscriber uses the Service(s). Any obligation with Zwapgrid under this Privacy Policy also applies to Zwapgrid's employees (permanent or temporary) and any subcontractor to Zwapgrid.
- 1.3 Any words beginning with a capital letter in this Privacy Policy shall have the same meaning as in the Terms and Conditions. In addition, the following terms shall have the meanings stated below:

"Data Controller" shall have the meaning attributed to it under the Data Protection Regulation.
"Data Processor" shall have the meaning attributed to it under the Data Protection Regulation.
"Personal Data Incident" shall mean any incidents of unlawful destruction, loss, alteration, or unauthorised disclosure of Personal Data.
"Receiving System" shall mean the system to which Streamed Data is to be streamed.
"Sending System" shall mean the system from which Streamed Data is to be streamed.
"Streamed Data" shall mean any data streamed by or on behalf of Subscriber in the Services, including Personal Data.

2. GENERAL

- 2.1 All or Streamed Data processed on behalf of Subscribers as well as all data about Subscribers collected and processed by Zwapgrid, is protected against unauthorized access and disclosure through encryption and other technical measures.
- 2.2 When streamed, Streamed Data cannot be accessed by anyone (including Subscriber) outside Zwapgrid. When Streamed Data is delivered to Receiving System, it ceases to be Streamed Data and can be accessed by Subscriber

3. DATA COLLECTED AND PROCESSED BY ZWAPGRID

3.1 Type of Data

In order to provide the Services, Zwapgrid must collect and process data, including Personal Data, about the Subscribers, such as:

- (a) **User Data.** When registering to use the Service(s), Subscriber may have to provide Zwapgrid with information such as name, personal identification number or similar, e-mail address, phone number, etc, for users. If Subscriber is invited to a Service by a Partner, such information may be supplied by the Partner on behalf of the Subscriber.
- (b) **Payment Data.** To effectuate payments of Fees and other transactions with Subscribers and/or Partners, Zwapgrid must collect and process payment details (account number, credit card information or similar).
- (c) **Communication and Feedback Data.** All communication between Zwapgrid, and Subscriber (or Partner, if applicable) is logged and stored automatically, including the date, time, method of contact, response time, and subject for communication.
- (d) **Browser and Device Data.** When using the Services, device data will be collected from Subscriber's computer or mobile devices, including IP address, language, browser type and version, and operating system.
- (e) **Log Data.** When using the Service(s), user logs (history) are collected and stored automatically. User logs may for instance include data concerning time and duration and transaction data such as information about Sender and Recipient, Internet Protocol (IP) addresses, web browsers and languages, Internet service provider (ISP), referral, reference and exit sites and applications, operating system, date or time stamp, and click flow data.

3.2 Purpose of Collection and Processing of Personal Data

- Zwapgrid collects and processes Personal Data for the following purposes:
- (a) To provide the Services and to ensure that the Services are well functioning and secure to use;
- (b) In order to fulfil other contractual obligations towards Subscribers;
- (c) In order to communicate (by e-mail, mail, text messages or otherwise) with Subscribers;
- (d) To develop and improve the Services and administering the website and App(s);
- (e) For accounting and marketing purposes;
- (f) For business development purposes, such as development of new services and functions and user behaviour analysis;
- (g) To fulfil any reporting or disclosure obligation required by applicable law, regulation or ruling by competent authorities; or
- (h) Other legitimate purposes.

3.3 Process, Transfer, and Storage of Personal Data; Lawful Basis

- 3.3.1 The processing and storage of Personal Data will only take place to the extent and for the time necessary to provide the Service(s) to the Subscriber as agreed with the Subscriber.
- 3.3.2 Zwapgrid stores Personal Data only to the extent necessary to fulfil its contractual obligations and applicable legal requirements and only for as long as necessary to fulfil the purposes described in this Privacy Policy and never beyond statutory deadlines. Zwapgrid screens stored Personal Data regularly to find and sort out Personal Data which is no longer needed.
- 3.3.3 Zwapgrid always strives for Personal Data not to be transferred to countries outside the EEA. However, if, for cost or technology reasons, such transfer is still necessary, data will only be transferred to countries which the European Commission has decided to have an adequate level of protection and/or under the Standard Contractual Clauses (SCC) decided by the European Commission.
- 3.3.4 Zwapgrid may disclose Personal Data to others if required by law or if necessary to prevent, detect and prosecute illegal or suspected illegal activities, to prevent improper use of the Services, in response to a legal action or to enforce Zwapgrid's rights and requirements.

3.4 Access to and Correction, Updates, Portability, Restriction and Deletion of Personal Data

- 3.4.1 Any individual whose Personal Data is processed by Zwapgrid is entitled to access these Personal Data. The information can be obtained from Zwapgrid free of charge once a year.
- 3.4.2 Any individual whose Personal Data is processed by Zwapgrid may at any time request that its Personal Data is updated or corrected, deleted, or transferred to another controller, or that the processing of its Personal Data is limited (i.e. that Zwapgrid may not process all Personal Data or that Personal Data may be processed for certain purposes only). Change in or deletion, transfer, or limitation of Personal Data may impact the proper function of the Services negatively.
- 3.4.3 Zwapgrid may deny access to Personal Data or deny to update, correct, delete, or transfer Personal Data, if Zwapgrid deems that the request is not sincere or if the request is repeated an unreasonable number of times, requires disproportionate technical work (for example, the development of a new system or substantial changes to existing practices), risks the privacy of others or is very impractical. Updates, corrections, deletions, and/or transfers may also be refused if Zwapgrid is required by law to retain the Personal Data as it is. In such cases, Personal Data can often be blocked instead.
- 3.4.4 Requests under this Section 3.4 shall be made in writing to info@zwapgrid.com.

3.5 Cookies etc

Use of the Services may require "cookies" and other technologies, such as GIFs and web beacons. Subscribers may at any time choose to decline the use of such technologies on its device and to delete any cookie and technology files placed on the device. If so, Zwapgrid cannot guarantee that the Services will function as intended.

4. DATA PROCESSING AGREEMENT

- 4.1 In addition to the general confidentiality undertaking set out in the Terms and Conditions, Zwapgrid ensures that it will never disclose any information about Streamed Data, unless required to do so by law.
- 4.2 For any Personal Data streamed in the Services by the Subscriber, the Subscriber is the "Data Controller" and Zwapgrid is the "Data Processor". If the Subscriber itself is a data processor of Personal Data to another data controller, Zwapgrid is the sub-processor to the Subscriber.
- 4.3 Zwapgrid's use of subcontractor(s) for the Services will not include any processing of Personal Data unless such subcontractor, and its processing of Personal Data, adheres to requirements set out in the Data Protection Regulation. At the time of this Privacy Policy Zwapgrid uses the following sub processors:
- Microsoft Ireland Operations Ltd, One Microsoft Place, South County Business Park, Leopardstown, Dublin 18, D18 P521, Irland Momsregistreringsnr SE502052130701
- 4.4 Zwapgrid processes Streamed Data only for the purpose of technically streaming such data from Sending System to Receiving System. Zwapgrid does not in any way assist the Subscriber in its collection, storage, or processing of Streamed Data once streamed to the Receiving System.
- 4.5 Unless otherwise specifically agreed in writing, the following shall apply for Zwapgrid's processing of Personal Data as Data Processor on behalf of the Subscriber:
- (a) As Data Processor, Zwapgrid will only process Personal Data on behalf of the Data Controller in accordance with this Section 4 and mutually agreed written instructions, and always in accordance with applicable Data Protection Regulation.
- (b) The type of Personal Data streamed in the Services may include (but is not limited to):
- names, contact details, and identification information for customers or users of Subscriber's services (for all types of Services);
 - bank account or credit card details and payment history (for payments, bank, and invoice related Services);
 - order and product information (for e-commerce related Services) and CV, health records, trade union membership, and salary; and
 - employment history (for HR-related Services).
- Data subjects may include (but is not limited to) customers, suppliers, or other business partners to Subscriber, employees, agents, or other representatives of or consultants to Subscriber.
- (c) The Subscriber is solely responsible for the selection, collection, storage, and submittance of Streamed Data and securing ownership of, lawful title to, or consent to stream Streamed Data. Further, the Subscriber is solely responsible for ensuring that all Personal Data included in Streamed Data has been obtained in accordance with the Data Protection Regulation and that the individual(s) concerned has been adequately informed about the type and character of the Personal Data and the purpose, duration, and frequency of its streaming.
- (d) The processing of Personal Data will only take place to the extent and for the time necessary to provide and fulfil the Service(s) to the Subscriber. Once Streamed Data is successfully streamed to the Receiving System, Zwapgrid's undertakings and responsibilities for the Streamed Data are fulfilled and completed.
- (e) Subscriber is solely responsible for obtaining consent to the transfer of Personal Data to Receiving Systems in non-EEA countries. Zwapgrid will only transfer Personal Data to countries which the European Commission has decided to have an adequate level of protection and/or under the Standard Contractual Clauses (SCC) decided by the European Commission.
- (f) Zwapgrid agrees to assist the Subscriber, to the extent reasonable, in ensuring compliance with its obligations under the Data Protection Regulation (such as security measures, manage data breaches, conduct data privacy impact assessments and participate in consultations with the authorities) taking into account the nature of the processing and the information available to Zwapgrid.
- (g) Unless otherwise agreed, data subject requests concerning Personal Data processed by Zwapgrid on behalf of the Subscriber will not be responded to by Zwapgrid. Data subject requests received by Zwapgrid as concerns Personal Data will be forwarded by Zwapgrid to Subscriber. Zwapgrid agrees to reasonably assist the Subscriber with any data subject requests concerning Personal Data. Requests for such assistance shall be sent to support@zwapgrid.com with as a detailed description of the request as possible (for instance information on time and data for when the Personal Data for streamed).

- (h) Upon Subscriber's written request, Zwapgrid shall present all information necessary to demonstrate compliance with this Privacy Policy and shall allow for and contribute to all reasonable audits, including inspections, by the Subscriber or an auditor mandated by the Subscriber in relation to the processing of the Personal Data in Subscriber's Streamed Data.

5. COMPLIANCE AND INCIDENT REPORTING

- 5.1 Zwapgrid evaluates and documents its Personal Data efforts, including compliance with this Privacy Policy, on an ongoing basis.
- 5.2 Zwapgrid will follow up any written complaints as soon as possible. If the matter cannot be resolved directly with the individual(s) concerned, Zwapgrid will cooperate with appropriate authorities, including data protection authorities, to resolve any complaints regarding Personal Data.
- 5.3 For Personal Data processed independently by Zwapgrid, Zwapgrid will report any Personal Data Incident to the Swedish Authority for Privacy Protection as soon as possible and not later than 72 hours after Zwapgrid has become aware of the incident.
- 5.4 For Personal Data processed on behalf of Subscriber, Zwapgrid will notify the Subscriber without undue delay about any Personal Data Incident, providing it with sufficient information to allow the Subscriber to meet any obligations to report or inform its data subjects and/or authorities.

6. UPDATES OF PRIVACY POLICY

Zwapgrid may at any time update this Privacy Policy to reflect changes in the way Zwapgrid processes personal information. If material changes require the consent of the Subscriber/individual, Zwapgrid will notify users in advance. The latest version of the Privacy Policy will be announced on the home page.

For any questions about this Privacy Policy or any other contact with respect to the Privacy Policy, please contact Zwapgrid at info@zwapgrid.com.