

VAUNI

Vauni AB's Privacy Policy

We value your privacy and want you to feel safe when providing us with your data.

Our policy for the processing of personal data describes, among other things, which data we collect, the purposes for which we collect it, the ways you can control your data and how you can contact us.

Controller

AB Vauni (company number 556719-7008, Kabelgatan 2M, SE-434 37 Kungsbacka, Sweden) is the controller for all processing of personal data at Vauni. The controller is responsible for ensuring that Vauni's processing complies with the applicable legislation.

If you provide data to one of our partners (e.g. Klarna, PayPal or by clicking a link published on our website that leads to one of our partners), our partner is responsible for your personal data.

Which personal data are collected about you as a customer and why?

This section describes the purposes for which we process personal data, which categories of personal data we process and the legal basis for our processing in relation to you as a Vauni customer.

1) To manage orders/purchases

Personal data are processed to:

- Deliver an ordered/purchased product or service (including notification of delivery or communications regarding delivery).
- Manage returns, complaints and guarantee claims.

The categories of personal data processed are:

- Name
- Contact details, such as address, email and phone number.
- Customer number
- Order information, such as the goods ordered or whether the goods are to be delivered to another address.

Legal basis: Performance of purchase agreement

2) To manage and administer your user account

Personal data are processed to:

- Provide authorisation to log in.
- Maintain accurate and current information.
- Enable purchase history functionality.

The categories of personal data processed are:

- Name
- Contact details (e.g. address, email, phone number).
- Username and password.

Legal basis: Registered customers – legitimate interest. The processing is necessary to fulfil our joint interest in managing and administering your user account.

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3) To be able to inform you about products and services

Personal data, given your consent, are processed to:

- Show relevant product recommendations,
- so as to simplify future purchases or similar actions.
- Send direct marketing via email, including special offers and promotions.

The categories of personal data processed are:

- Name
- Email

Legal basis: Legitimate interest. Necessary to satisfy our and your legitimate interest in evaluating, develop and improve our services, products and systems.

4) To manage customer service requests

Personal data are processed to:

- Communicate with the customer and respond to requests received by customer service by phone or digital means (including social media).
- Ensure the correct recipient.
- Investigate complaints and/or support requests.

The categories of personal data processed are:

- Name
- Contact details (e.g. address, email, phone number).
- Your, and our, correspondence.
- Details of purchase date, place of purchase, product fault/complaint.
- User data for My Account, such as when encountering problems logging in.
- Technical details about your equipment necessary to provide support.

Legal basis: Legitimate interest. The processing is necessary to fulfil our joint interest in managing customer service requests.

5) To fulfil legal obligations (e.g. as regards requirements of accounting legislation, for product liability and product safety and for the protection of personal data in IT systems)

Personal data are processed to:

- Enable compliance with legal obligations, as per requirements set out in laws, court rulings or official decisions. These requirements may concern, for example, product liability and product safety, such as the issuing of communications and information to the public and customers about product alerts and product recalls, as in the case of a defective or hazardous item, or matters that can be attributed to a particular individual in relation to accounting legislation or money laundering legislation.

The categories of personal data that may be processed are:

- Name
- Contact details (e.g. address, email, phone number).
- Your correspondence.
- Details of purchase date, place of purchase, product fault/complaint.

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- User data for My Account.
- Personal identity number.
- Payment information.

Legal basis: Legal obligation.

Sharing and transferring personal data

Personal data may be transferred for necessary processing to other companies that Vauni AB is partnered with, such as in relation to distribution and transportation, payment solutions, IT services and marketing. When your personal data is shared with Vauni's partners, the data will be processed in compliance with Vauni's instructions and the applicable data processing agreement and only for purposes consistent with the purposes for which Vauni has collected the data.

In addition, Vauni may be required by law to disclose information to government agencies (e.g. the police authorities and the national tax agency).

Storage of personal data

Processing is conducted in accordance with the applicable legislation, which means that personal data are not kept longer than necessary in relation to the purposes of the processing. In practical terms, this means that data will be purged when they are no longer relevant to or necessary for the performance of the contract, direct marketing or the purposes for which they were collected. Regardless, all processing of personal data is subject to high levels of security and confidentiality.

Your rights and choices

Right of access:

We are open and transparent about how we process your data. You have the right to at any time (free of charge once per calendar year) request information about your personal data that we have on record.

If you want to know more about the personal data processing we conduct, you have the right to request access to your data in writing. We then provide a copy of your personal data. When we receive a request for access, we may need to ask for additional information to determine which information you want to access and to ensure that we are disclosing the data to the right person.

Right to rectification:

You always have the right to request the rectification of your personal data, should the information be inaccurate. Taking into account the stated purpose, you also have the right to supplement any incomplete personal data. If you have created an account at Vauni.se, you can update your data under My Account should you wish.

Right to erasure:

You have the right to request the erasure of personal data that we process if:

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- The data are no longer necessary for the purposes for which they were collected or processed.
- You have withdrawn the consent on which the processing is based and there is no other legal basis for the processing.
- You object to the balance of interests applied and there is no overriding legitimate interest on the part of Vauni.
- You object to processing for direct marketing purposes.
- The personal data have been processed unlawfully.
- The personal data must be erased for compliance with a legal obligation to which we are subject.
- The personal data have been collected from a child (under 18 years of age), for whom you have parental responsibility, in relation to the offer of information society services, such as social media.

There may be reason for us not to agree to your request for erasure should legal obligations prevent us from doing so. Such reason may be that the processing is necessary to exercise the right of freedom of expression and information, to comply with a legal obligation to which we are subject or for the establishment, exercise or defence of legal claims.

Right to restriction:

You have the right to request that we restrict our processing of your personal data.

Right to object to certain types of processing:

Legitimate interest: You have the right to object to processing based on a legitimate interest on our part should you have personal reasons pertinent to the situation. However, we may continue to process your data, even though you have objected to the processing, if we have compelling legitimate reasons for the processing that override your interest in privacy.

Direct marketing:

You can object to your personal data being processed for direct marketing. If you object to direct marketing, we will discontinue the processing of your personal data for this purpose and cease to include you in all types of direct marketing.

About cookies

Personal data may be collected when you use Vauni.se, in which case information about your use of the website and the pages you visit is stored. This can encompass technical information about your device and internet connection, such as operating system, browser version, IP address, cookies and unique identifiers. When visiting Vauni.se where our services are provided, different technologies may be used to recognise you in order to learn more about our users. This can be done directly or through the use of third-party technology. This may entail the use of cookies, for example.

What is a cookie?

There are two types of cookie. One type is saved as a text file for a longer period, but has an expiry date. This type of cookie is used, for example, to let you know about changes since your last visit. The other type of cookie is a so-called session cookie, which has no expiry date. This text file is saved temporarily while you are surfing a website and helps, for example, keep track of which language you want to use. As soon as the browser is closed, the text file is deleted.

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Why do we use cookies?

At Vauni.se, we use cookies to, for example, keep track of which items you have added to your shopping basket. We also use cookies to compile web statistics. We need these statistics to further develop Vauni.se. To enjoy the full functionality of Vauni.se, you must accept cookies, and this is done in your browser's settings. If you do not want to accept cookies, you can turn off cookies in your browser's security settings. However, this means that Vauni.se will not display properly.

Complaints

If you do not accept any part of this privacy policy, you have the right to file a complaint with the Swedish Data Protection Authority, www.datainspektionen.se.

Contact

For additional information about our personal data processing, or if you have any questions, please feel free to contact us at:

Vauni AB

Kabelgatan 2M

SE-434 37 Kungsbacka

Sweden

Email address: contact@vauni.com

Tel: +46 300-323 310

Changes to the policy

This privacy policy may be updated to address disruptions or to comply with new legal or technical requirements. You will always find the latest updated version of our privacy policy on this page.

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