



Personal Data Policy of AAR Translator AB

It is important to us that personal data is handled in a secure and correct manner in accordance with the new GDPR (General Data Protection Regulation). Much remains the same, but protection of personal privacy is strengthened and you gain greater control over your personal data. You can rest assured that AAR Translation will continue to cherish your privacy.

What type of data do we process?

To enable us to offer, develop and improve our services and our cooperation, we need to be able to process customer data in our administrative systems.

Personal data is retained:

- when you contact us, for example with a request for a quotation or an order
- when customer data is collected from external sources, for example population registers, purchasing of addresses for marketing purposes or in credit checks.

What is your data used for?

For us to be allowed to process personal data, there must be support in applicable legislation, there must be a legal basis for processing and it must be necessary, for example for fulfilment of a transaction or performance of contract.

We need to be able to identify you as a customer; we have to be able to handle orders, invoices and payments, carry out database management, search for and rectify errors and respond to comments and complaints.

In addition, we conduct customer surveys to maintain good service, improve our working practices and develop our services (the legal basis is "legitimate interest").

We also handle your case history so that we can maintain good service (the legal basis is "performance of contract, balancing of interests").

How long is the data retained?

The period of time for which we retain customer data varies depending on what it is used for. We never retain the data longer than we need for the purpose concerned:

- We handle your customer data in order to fulfil our obligations by law or under applicable authority regulations; accounting documentation, for example, has to be retained for seven calendar years, i.e. the period of time required by the Book-keeping Act (the legal basis is “legal obligation”)
- We otherwise retain your customer data for as long as you are a customer of ours and for up to two calendar years after the most recent business connection
- We also retain customer data for two calendar years for marketing purposes and for customer follow-up.

What do we do to protect your data?

We have taken technical and organisational measures for data protection, for example firewalls, virus protection, UPS, logins on each individual computer, special login with password on our servers and VPN tunnels. Only authorised staff have access to necessary equipment/data.

These measures are taken to prevent personal data being handled in a prohibited or unlawful manner, being unintentionally lost or destroyed or being damaged.

Who, in addition to us, has access to data?

We engage subcontractors to enable us to perform our services. This may mean that these subcontractors also need certain information about you as a customer. They are not, however, allowed to use your data for any purpose other than providing the service.

What are cookies?

Our web pages use cookies to make our website more user-friendly. Cookies from other parties may also be used (for example Google Analytics or other tools).

Is personal data transferred to third countries, i.e. countries outside the EU/EEA?

We also engage subcontractors who operate outside the EU/EEA. If we transfer personal data to a third country, we check that there is an adequate level of protection in that country.

What are your rights as a customer?

You have the right to:

- request confirmation of whether we process personal data about you, and if this is the case we will inform you how your personal data is processed
- have your personal data rectified. It is important to us that the personal data we hold about you is accurate

- have your personal data erased, however with the exception of the data we are obliged to retain by law.

May our Personal Data Policy be amended?

This Personal Data Policy may be amended if necessary, for example to comply with amendments to laws and regulations.

Who should I contact if I have any questions or objections?

The controller at AAR Translator monitors that we comply with applicable legislation and process your personal data correctly. If you wish to contact our controller, please send us an e-mail.