

# EqHub Privacy Policy

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## 1 Introduction

This document describes our handling of personal data, within the EqHub service for you as a User of the service. Privacy principles common to all EPIM Services, which therefore also applies to this service, are described in the EPIM Privacy Policy available at [www.epim.no/privacy](http://www.epim.no/privacy).

## 2 Which personal data do we collect?

### Account information

As a User of EqHub, you will have an EqHub user account containing following information about you:

- Name
- Organisation (employer)
- Email
- Log-in name
- Mobile number
- Office phone number
- Title/Job position
- Account status
- IP address

### Data collected when you use EqHub

EqHub is a service where integrity of the information within the service is important. The system will store certain user activity information, such as by whom and when objects (documents, folders etc) were created, updated, moved, deleted, downloaded and distributed.

### Group and role membership information

Service desk will manage your access and roles in the service based on service requests raised by privileged staff in your organisation. If your organisation is using federated single-sign-on, your user access is managed by your organisation.

Assignments and changes to your roles and access groups are stored within the service. This is due to strict requirements that the service shall support transparency about who can access what, including history.

### Data you provide us directly

When you communicate with us, contact our customer support teams or respond to a survey, you will provide information to us.

## 3 How do we process your personal data?

The personal data collected as described in previous section is processed as follows:

**To provide you support and guidance**, including to:

- Providing you efficient EPIM Service support via service desks
- Help diagnose problems reported by you to the service desk
- Inform you about possible compatibility issues with the browser you use

- Improve your web experience
- Sending you important information, e.g. in case of service unavailability

#### **Manage security in EPIM Services by**

- Monitor your log-in activities and account modifications to help you detect and prevent fraud and abuse of the EPIM Services.

#### **Service improvement**

- Aggregation to analyse and improve the performance of the service, but where data is then anonymized.

#### **For our and User organisation's legitimate interests, including to:**

- Be in compliance with requirements between EPIM and your organisation as available on [www.epim.no/terms](http://www.epim.no/terms).

## 4 Do we share your personal data?

EqHub will share product/equipment information with other vendor catalogue hubs, and part of this limited personal information will be shared such as the name of the person in vendor company that have registered and/or activated a product in EqHub.

Except for the above, personal data will not be transferred or provided to any third parties.

## 5 Transfer of personal data to third countries

Except as described in the Agreement or above, personal data will not be transferred or accessed from outside EU/EEC.

## 6 Do we retain your personal data?

As your organisation do not have any administrative users you must contact the service desk and request your account to be deactivated.

## 7 Subcontractors

Below the list of Contractors and subcontractors which conduct processing of personal data on behalf of EPIM as part of delivery of the Service.

Name	Tasks/deliverables	Within EU/EEC (Y/N)	Basis for transfer (N/A, PC, SCC, AD) <sup>1</sup>
SHARECAT SOLUTIONS AS	<ul style="list-style-type: none"><li>• Application Management</li><li>• Application Development</li><li>• 1<sup>st</sup> line user support toward end-users.</li><li>• User administration on behalf of the User organisations.</li><li>• Hosting &amp; Infrastructure</li><li>• Monitoring</li></ul>	Y	N/A

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<sup>1</sup> N/A = Not applicable, PC = Privacy Shield, SCC = Standard Contractual Clauses, AD = Adequacy Decision