



LogisticsHub Privacy Policy

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1 Introduction

This document describes our handling of personal data, within the LogisticsHub 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.

2 Which personal data do we collect?

Account information

As a User of LogisticsHub, you will have a LogisticsHub user application account containing following information about you:

- Name (managed by Super user)
- Organisation (employer)
- Email (managed by Super user)
- Phone number (managed by Super user)

Data collected when you use LogisticsHub

No user activity logging enabled in the system, linking user activity to you as a User.

Group and role membership information

Super users in your organization will manage your access to the service. Such assignments and changes to your roles and access groups are stored. 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

- Verifying your identity using EPIM ID as part of the log-in process

- 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 company as available on www.epim.no/terms.

4 Do we share your personal data?

Except as described in the Agreement or 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?

When you no longer have a need or legal right to have a user account, the user account is closed by a Super user in your company. User activity information and necessary elements of account information will be retained due to integrity requirements in LogisticsHub.

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) ⁱ
Bouvet Norge AS	<ul style="list-style-type: none">• Application Management• Application Development• Servicedesk towards company Super users in the Service	Y	N/A
CEGAL AS	<ul style="list-style-type: none">• Platform as a Service (PaaS) provider• Monitoring	Y	N/A

ⁱ N/A = Not applicable, PC = Privacy Shield, SCC = Standard Contractual Clauses, AD = Adequacy Decision