

Policy for handling personal data – Audio Pro

All personal data are treated responsibly for integrity and in a way that allows the individual to know what information we collect, how we use it and how we do it. This document describes this process.

What information do we collect and when?

Audio Pro collects personal information when ordering and actively participating in our marketing activities (newsletters, competitions, fairs, o d).

Order Placement

When ordering, we save the following:

Contact information

- Name
- Address
 - Street address
 - Postal code
 - City
 - Country
- Phone number
- E-mail address

Order information

- Product information
 - Purchased product
 - Visited products (pages) and products placed in the shopping cart
- Payment information
 - Method of payment
 - Credit card (type and country of origin)
 - Country of payment (country through ip-address)

Marketing activities

For other marketing activities, we save the following:

Contact information

- Name
- Address
 - Street address
 - Postal code
 - City
 - Country
- Phone number
- E-mail address
- Type of marketing activity

How do we use the information

When ordering or participating in other marketing activities, we will save information that may then be used for the following:

- Deliver product to customer
- Provide support and warranties
 - Case management (support, complaints, returns, repairs)
 - Product Warranty
- Offer technical information (eg software updates)
- Market complementary products and services
 - Newsletter
 - Text messages
 - Direct marketing
 - Personalized e-commerce (cookie-based marketing)
- Invite you to participate in customer surveys
 - Product Reviews
 - Polls

Audio Pro also collects and uses personal data to comply with applicable legislation such as accounting law, tax legislation and the like.

How long do we save information

We save information that is required to comply with laws, in accordance with the storage requirements of the respective teams.

Information collected and stored on ordering is stored for at least 2, maximum 5 years to enable Audio Pro to meet return / cancellation and warranty terms.

Information provided by customers for their offer and product information submitted is stored until these customers either terminate the subscription or until customers ask Audio Pro to delete it.

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Unsubscribe from subscription

Audio Pro may use your data to communicate with you via mail, phone and electronic.

If you do not want to receive targeted communication from us, you can unsubscribe immediately. All targeted mailings contain information about how this is done.

Who can we share your information with

In order to provide our services and deliver your goods to you, we may transfer to, or share your information with, selected third parties.

Suppliers, partners and companies within the Group: In order to fulfill our commitments to you and for other purposes described in this policy, Audio Pro may share your personal data with suppliers or subcontractors as well as companies within the Audio Pro Group.

Storage Security

Audio Pro strives to protect your personal information and uses measures to prevent inappropriate or involuntary disclosure, use, access, loss, alteration or damage to your personal information.

Only Audio Pro or our suppliers' employees who need access to your personal information for a specific task will have access to your personal information

As our business is international both inside and outside the EU, your information can be stored both inside and outside the EU.

Storage time

Your information will be stored in accordance with applicable law or until you choose to cancel the subscription.

Your rights

Right to access your data. You can request a copy of the information we have about you and verify the information we have about you. We strive to give you answers within 30 days.

You are entitled to receive incorrect or incomplete information about yourself changed/corrected.

Right to be deleted ("the right to be forgotten")

If you do not want to save us your data, you are entitled to have your information deleted, provided that they are no longer necessary for the purpose they were collected for. However, there may be legal obligations such as accounting laws that prevent us from deleting parts of your data immediately. If you have chosen to subscribe to Audio Pro information and this will be revoked, your data will be deleted.

Contact Us

Personal Data Responsible is Audio Pro.

If you have questions regarding the handling of your personal information, please contact CEO Nils Ankarcrona, nils.ankarcrona@audiopro.se.

Audio Pro reserves the right to change and update in this policy.

Helsingborg 2018-05-17

Nils Ankarcrona
CEO

Purpose	Actions taken	Categories of personal data
Completed a purchase of products, delivery support and warranty	<ul style="list-style-type: none"> • Deliver purchased product • Handle payment • Handle support or warranty matter 	<ul style="list-style-type: none"> • Name and contact information • Payment information • Order information
<p>Storage: Until the purchase is completed (incl. delivery and payment) and then for a time of three (3) years in order to be able to fulfill warranty and support cases</p>		

Purpose	Actions taken	Categories of personal data
Communication of product and marketing information	<ul style="list-style-type: none"> • Creating personal and general offers 	<ul style="list-style-type: none"> • Name and contact information (e-mail-address, mobile phone number)
<p>Storage: Until the subscription is canceled</p>		