

Specification of the processing of Personal Data

1. Parties

Controller of personal data

Customer

Processor for the processing of personal data

Webforum Europe AB ("Supplier")

2. INSTRUCTIONS

2.1 Purpose of Processing

Personal data is processed for the following purposes:

- 1) Processing required to deliver the services covered by the Agreement
- 2) Processing initiated by the customer's user in the system
- 3) Processing at the customer's request (e.g. by email) when such instructions are in accordance with the Agreement
- 4) Processing to communicate information about the system
- 5) Processing to handle customer support
- 6) Processing for troubleshooting and correcting errors
- 7) Processing to develop and improve services

2.2 Categories of personal data

The customer's choice of services under the Agreement and the customer's own choices in the use of these services govern which personal data is handled. Examples of personal data are contact information for users, such as name, phone number and email address. For logging in order to achieve traceability and to enable troubleshooting and statistical analysis, information about user's IP address, browser, and the like is saved.

Specific categories of personal data (according to the data protection regulation definition) may be processed if the customer chooses to store such data.

2.3 Categories of registered

The supplier will process personal information for users in the system, the customer's contacts and the categories of registered whose personal information the customer chooses to process.

2.4 Processing activities

The supplier will perform the storage, processing, alteration and deletion of personal data, as well as other actions to comply with the Agreement and Customer's instructions.

Personal data may be transferred to and from the supplier's system in the form of file import, file export and other methods.

2.5 Location for processing of personal data

The personnel who have access to the customer's data are based in Sweden and data storage is mainly in Sweden. To the extent that any data is sent to another country for processing or storage, this is shown in the list of Subscriptions (see below).

3. Security Precautions

Personal data is encrypted when transferred and stored in two geographically separate data halls in Sweden with full redundancy. Safety tests are carried out continuously. The supplier has taken appropriate technical and organizational measures to protect the personal data processed against unauthorized access, destruction and modification.

Information on the supplier's work with security can be found in documents available at <https://webforum.com/about-us/security-and-accessibility/>.

4. Sub-processors

The supplier hires external parties ("sub-processors") to deliver the services subscribed to by the customer. In some cases, this means that the sub-processor is processing personal information for which the customer is responsible.

The following list shows which subcontractors handle personal data, what personal data is processed and where this happens geographically. The sub-processors listed are authorized to process personal data in the context of the Data Processing Agreement.

Section 3.4.2 of the "Special provisions for handling personal data in connection with cloud services" governs information about changes to this list and the customer's ability to object to new sub-contractors.

4.1 List of sub-processors

Accusoft (www.accusoft.com)

For customers using the Accusoft service PrizmDoc (Document Viewer) documents and certain user information (first name and last name) are sent to Accusoft for processing. Processing takes place at Amazon Web Services¹ in the United States. No data is stored permanently at Accusoft or Amazon.

Autodesk (www.autodesk.com)

For customers using the "Autodesk Forge" service (Document Viewer for drawings), documents and certain user information (first name and last name) are sent to Autodesk for processing. Processing takes place at Amazon Web Services¹ in the United States. No data is stored permanently at Autodesk or Amazon.

Axians (www.axians.se)

Axians handles the servers where personal data are processed. All processing and storage takes place in Sweden.

[Freshdesk \(www.freshdesk.com\)](http://www.freshdesk.com)

Freshdesk is used to handle customer support. Name and contact details are stored for users in connection with support cases. Personal data that the user submits or is required for handling the support case is handled and stored. Processing and storage takes place at Amazon Web Services¹ in the United States.

[Lean Sentry \(www.leansentry.com\)](http://www.leansentry.com)

LeanSentry is used for analysis of error logs. This analysis addresses email addresses, IP addresses and information about users' browsers. The data is sent to Lean Sentry in the US and handled in data centre at Microsoft Azure¹.

[Mailgun \(www.mailgun.com\)](http://www.mailgun.com)

Email sent to the system is handled by Mailgun. E-mail messages are stored by Mailgun before being downloaded to the system. The temporary storage takes place at Mailgun's partners Amazon Web Services¹ and Rackspace¹ in their data centres in the United States.

[Microsoft \(www.microsoft.com\)](http://www.microsoft.com)

For customers using the Microsoft Office Online service (document view and editing), documents and certain user information (first name and last name) are sent to Microsoft¹ for processing in the EU or in the United States. No data is permanently stored at Microsoft.

[Paloma \(www.paloma.se\)](http://www.paloma.se)

Paloma is used for sending information about the system and Webforum services to users and others. E-mail addresses are handled for this. Processing and storage takes place in Sweden.

[SMS Teknik \(www.smsteknik.se\)](http://www.smsteknik.se)

For customers who use the SMS service or have two-factor authentication using SMS, SMS messages and recipient mobile numbers are sent to SMS Teknik. Processing takes place in Sweden.

[4.2 List of personal information assistants handling personal data for which](#)

[Webforum Europe AB is the person responsible for personal data](#)

[Fortnox \(www.fortnox.se\)](http://www.fortnox.se)

Fortnox is used for billing of customer services by agreement. Name and contact details of customer-designated invoice recipients are handled. Processing and storage takes place in Sweden.

[Salesforce \(www.salesforce.com\)](http://www.salesforce.com)

Salesforce is used to manage contacts in the customer relationship. The personal data that is handled is the customer contact's name, email address and phone number. Processing and storage takes place in the EU.

¹ Amazon Web Services, Microsoft and Rackspace are all covered by EU / US Privacy Shield and EU Standard Clauses for Handling of Personal Data.