



# **CUSTOMER DATA PROTECTION POLICY**

**VERSION: 1.0**  
**DATE: 27.09.2023**



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## 1.0 Introduction

At KJAER DATA, we are committed to protecting the privacy and data security of our customers. This Customer Data Protection Policy outlines our practices regarding the collection, use, storage, and protection of customer information. By engaging with our products and services, you agree to the terms and practices described in this policy.

## 2.0 Responsibility

### HR and Cybersecurity as GDPR Responsibles

An appointed person in HR- and one in the Cybersecurity department are responsible for implementing this policy overseeing and ensuring compliance with the data protection law, and all employees are responsible for compliance.

- HR/ Mette Nyland Kjær: [mnk@kjaer-data.com](mailto:mnk@kjaer-data.com)
- Cybersecurity department: Claus Jacobsen: [cja@kjaer-data.com](mailto:cja@kjaer-data.com)

Responsibility means that responsible persons mentioned above ensure that customer data is deleted, and that data has been deleted in accordance with internal procedures and related laws.

## 3.0 Implementation

Implementation includes data collection, storage, access controls, and regular audits.

## 4.0 Information we collect

We collect and process the following types of customer information:

- Personal Identifiable Information (PII): This may include names, addresses, email addresses, phone numbers, and other contact information.
- Usage Data: We collect information about how you interact with our products and services, including IP addresses, device information, and usage patterns.
- Communication Data: We may retain records of our communications with you, including emails, support requests, and feedback.
- Other Information: We may collect other information with customer consent or as required by law.



## 5.0 How We Use Customer Information

We use customer information for the following purposes:

- **Providing Products and Services:** To deliver the products and services our you have requested.
- **Customer Support:** To provide customer support and address inquiries, requests, or issues.
- **Payment Processing:** To process payments and related transactions.
- **Communication:** To send important updates, newsletters, and promotional materials (if you opt in).
- **Legal Compliance:** To comply with legal obligations and respond to lawful requests.
- **Internal Purposes:** For internal analysis, quality assurance, and business operations improvement.

## 6.0 Data Security

We implement appropriate technical and organizational measures to protect customer information from unauthorized access, disclosure, alteration, and destruction. This includes encryption, access controls, and regular security assessments.

## 7.0 Data Retention

We retain customer data only for as long as necessary to fulfil the purposes for which it was collected and to comply with legal requirements. When data is no longer needed, it is securely deleted or anonymized.

## 8.0 Sharing Customer Information

We may share customer information with third-party service providers who assist us in delivering our products and services, but only as necessary and subject to strict confidentiality agreements. We do not sell or trade customer data to third parties for marketing purposes.

## 9.0 Customer Rights

You have the right to:

- Access your data.
- Correct inaccurate data.
- Delete your data, subject to legal requirements.
- Object to the processing of your data.
- Data portability.



- Withdraw consent, where applicable.
- To exercise these rights, please contact us at [insert contact information].

### 10.0 Changes to this Policy

We may update this Customer Data Protection Policy periodically to reflect changes in our practices and applicable laws. We will notify you of any material changes.

### 11.0 Contact Information

If you have questions, concerns, or requests related to this policy, please contact us at [mail@kjaer-data.com](mailto:mail@kjaer-data.com).

### 12.0 Approved

This policy is approved and signed by KJAER DATA's CEO on September 21, 2023.

### 13.0 Owner information

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CEO  
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