

PRIVACY POLICY

Date of version: 2024-03-25

Personal identifiable information - an asset, a trust and a responsibility

It is important for us at Elastx that you feel secure and that you have confidence in how we handle your personal information - whether you are a customer, employee, supplier or user of Elastx Cloud Platform and services. Elastx supports and respects international laws and standards on human rights. Elastx is specifically committed to comply with the data protection legislation and relevant regulations applicable in Sweden.

This policy describes how Elastx works with personal privacy and data protection and how we always pursue the principles:

- To request and manage personal data solely on legal ground, with legal purposes and only information relevant to the purpose.
- To never store personal data longer than necessary for customer care, customer contacts or effective delivery of Elastx products and services. Then delete them.
- To be open about what personal data is stored and for what purpose they were saved.
- To correct and update personal information that is incorrect and delete personal data if requested by the registered person.

Elastx has a designated Data Protection (DP) person and with support from our Chief Technology Officer (CTO) handles all our integrity related questions. If a personal data incident occurs Elastx has routines to report and handle these situations. If you have privacy concerns, ask questions, or exercise your GDPR-rights, please contact privacy@elastx.com.

If you are a customer of Elastx

Elastx stores personal information about the individuals designated by the legal contractor (i.e. Elastx customer) to be a contact with Elastx. You can either be a designated contact person in contractual and commercial issues, a system administrator, a system owner or otherwise have a more dedicated responsibility regarding Elastx products and services. For Elastx to be able to get in contact with you and also to offer you as good and efficient service as possible, we will save your basic contact information, including name, role, email address and phone number. Without any information or personal information being collected, stored or handled unnecessarily, we occasionally use your personal information in mailings, selections and simpler customer care analyzes.

If you no longer in your business role have contact with Elastx, but your organization is still a customer of Elastx, we usually continue to save your contact information. If you are stored in any of our systems, you notice it by regularly receiving information by email from us. You are always offered the possibility to get permanently deleted from our systems. If that is the case please contact our support@elastx.se to get personal information deleted.

If your organization is no longer a customer with us, your personal information will be deleted after no more than 10 years.

Elastx as a supplier

Elastx takes appropriate technical and organizational security measures, consistent with industry standards, to ensure that your information is protected from unauthorized access. Only a limited proportion of our employees have access to the information about you stored in our customers environments, and their management of the information is strictly regulated. Access permissions for Elastx staff for different installations and environments are controlled and regulated carefully.

If you are a user of services that runs on top of Elastx Cloud Platform

If you are a user of services where Elastx acts as a processor, it means that you are using services where the company, in turn, uses the Elastx Cloud Platform. This also means that the company from which you purchase services is the so-called data controller, and it is to this company you should turn if you have questions about how your personal data is handled in the Elastx Cloud Platform. As a rule, Elastx has no opinions on or knowledge of what information our customers store in Elastx or how long the information is stored..

If you are a potential buyer of Elastx services

Elastx stores personal data about individuals we meet at sales meetings, fairs, conferences, and other encounters with you as a potential buyer of Elastx services.

The personal data collected for this purpose includes basic contact information about you, which encompasses name, role, email address, and phone number. These personal details may be stored for up to ten years because sales cycles in our industry can sometimes be very long. The legal basis for this is a balancing of interests.

The aim is to provide you with the best and most appropriate service possible in your interactions with Elastx, without unnecessarily collecting, storing, or handling any information or personal data. You are always offered the option to be permanently deleted from our systems.

If you are an employee, contractor, partner, or supplier to Elastx

If you have an ongoing or previous relationship with Elastx, we have stored personal data about you. The purpose of this storage is strictly business-related, meaning Elastx needs to use the personal data to be able to pay salaries, pay invoices, pay taxes and fees, contact the correct representatives, and so on. The data is stored for a maximum of 10 years after the employment, contract, or partnership has ended. After this period, your personal data will be deleted from our systems, but may, of course, be registered again if we meet under new circumstances.

Cookie Policy

A cookie is a small text file sent by a website to your computer or mobile device, where it is stored by your browser. A cookie contains limited non-personal data, typically a unique identifier and the name of the website. This allows a website to recognize you as you navigate the site and/or each time you return.

Cookies are used for various purposes, including keeping you logged in, saving your preferences and settings, analyzing how you use the website, and displaying personalized information. Cookies can be used by the website you are visiting ("first-party cookie") or by another organization providing services to the website, such as an analytics company ("third-party cookie"). They will either be stored for the duration of your visit ("session cookie") or saved on your device for a specific period, which could be months or even years, with the purpose of remembering your visits across multiple sessions ("persistent cookie").

Elastx uses Piwik Pro for web analytics. For more information, see [Piwik Pro Privacy](#).

Validity Period
≤ 365 days

Managing Cookies

When you visit Elastx website for the first time, you can choose to accept or reject cookies. If you choose to accept, you can withdraw your consent at any time by clicking on the cookie icon in the lower left corner.

If you continue to browse Elastx website without changing your settings, we will assume that you agree to receive our cookies.