

Privacy Policy

This privacy policy outlines what personal information are gathered when you use our Redcord AS websites and apps, and how your Personal Data is being used, shared and protected. By using Redcord AS' service, you acknowledge that you have had the chance to review and consider this privacy policy, and you also consent to the data practices described in this policy.

This Privacy Policy does not cover any information that we may receive about you through sources other than the use of our websites or mobile app. The Redcord app may link out to other websites or mobile applications, but this Privacy Policy does not and will not apply to any of those linked websites or applications.

Redcord AS are committed to the protection of your privacy while you use our services.

The parties to this privacy policy are:

- Data controller: Redcord's customers (hereafter can be referred as "you", "customer", or "data controller").
- Data processor: Redcord AS (hereafter can be referred as "Redcord", "we", or "data processor").

1. Responsibility for processing

Redcord AS, as the data processor party, is responsible for processing of your Personal Data. Redcord process and store data in accordance with current EU General Data Protection Regulation and Norwegian legislation on data protection.

2. Collection of your Personal Data

Redcord AS collect some your Personal Data to be able to deliver the kinds of services you want. This applies when you visit our website or use our apps, ask to receive updates or alerts, register a user account, etc.

Depending on how you use our service, you will be subject to different types of Personal Data collected and different manners of collection:

a) **Registered users:** You, as a user of the service, may be asked to register in order to use the service in a legal manner.

During the process of your registration, we will collect some of the following Personal Data from you:

Name, e-mail address, address, phone number, information about your computer/mobile hardware or software (including IP address, browser type, domain names, referring website addresses etc.)

Personal Data may be asked for in relation to:

I) Interaction with our representatives in any way

II) receiving general emails from us

III) commenting on our content or other user-generated content on our service, such as blogs, articles, photographs or videos, or participating in our forums, bulletin boards, or other similar features

By undergoing the registration process, you consent to us collecting your Personal Data, including the Personal Data described in this clause, as well as storing, using or disclosing your Personal Data in accordance with this Privacy Policy.

b) **Unregistered users:** If you are a passive user of our service and do not register at all, you may still be subject to certain passive data collection ("Passive Data Collection"). Such Passive Data Collection may include through cookies, as described below, IP address information, location information, and certain browser data, such as history and/or session information.

c) **All users:** The Passive Data Collection that applies to Unregistered users shall also apply to all other users and/or visitors of our service.

d) **User Experience:** From time to time, we may request information from you to assist us in improving our service, such as demographic information or your particular preferences.

e) **Content Interaction:** Our service may allow you to comment on the content that we provide or the content that other users provide, such as blogs, multimedia, or forum posts. If so, we may collect some Personal Data from you at that time, such as, but not limited to, username or email address.

All this information is being processed by Redcord AS as Personal Data, in the meaning of Personal Data defined by the European general data protection regulation (GDPR).

Redcord encourages you to review the privacy statements of Websites you choose to link to from Redcord so that you can understand how those web sites collect, use and share your information. Redcord is not responsible for the privacy statements or other content on web sites outside of the Redcord and Redcord family of web sites.

3. Cookies

We may collect information from you through automatic tracking systems (such as information about your browsing preferences) as well as through information that you volunteer to us (such as information that you provide during a registration process or at other times while using our websites and mobile app, as described above).

For example, we use cookies to make your browsing experience easier and more intuitive: cookies are small strings of text used to store some information that may concern the user, his or her preferences or the device they are using to access the internet (such as a computer, tablet, or mobile phone). Cookies are mainly used to adapt the operation of the site to your expectations, offering a more personalized browsing experience and memorizing the choices you made previously.

A cookie consists of a reduced set of data transferred to your browser from a web server and it can only be read by the server that made the transfer. This is not executable code and does not transmit viruses.

Cookies do not record or store any Personal Data. If you want, you can prevent the use of cookies, but then you may not be able to use our websites or mobile app as we intend. To proceed without changing the options related to cookies, simply continue to use our websites or mobile app.

Technical cookies: Technical cookies, which can also sometimes be called HTML cookies, are used for navigation and to facilitate your access to and use of the site. They are necessary for the transmission of communications on the network or to supply services requested by you. The use of technical cookies allows the safe and efficient use of the site.

You can manage or request the general deactivation or cancelation of cookies through your browser. If you do this though, please be advised this action might slow down or prevent access to some parts of the site.

Cookies may also be retransmitted by an analytics or statistics provider to collect aggregated information on the number of users and how they visit the websites or mobile app. These are also considered technical cookies when they operate as described.

Temporary session cookies are deleted automatically at the end of the browsing session - these are mostly used to identify you and ensure that you don't have to log in each time - whereas permanent cookies remain active longer than just one particular session.

Support in configuring your browser: You can manage cookies through the settings of your browser on your device. However, deleting cookies from your browser may remove the preferences you have set for the website or the mobile app.

For further information and support, you can also visit the specific help page of the web browser you are using:

- Internet Explorer: <http://windows.microsoft.com/en-us/windows-vista/block-or-allow-cookies>
- Firefox: <https://support.mozilla.org/en-us/kb/enable-and-disable-cookies-website-preferences>
- Safari: <http://www.apple.com/legal/privacy/>
- Chrome: <https://support.google.com/accounts/answer/61416?hl=en>
- Opera: <http://www.opera.com/help/tutorials/security/cookies/>

4. Log data

Like all websites and mobile applications, Redcord websites and mobile app also makes use of log files that store automatic information collected during user visits. The different types of log data could be as follows:

- internet protocol (IP) address;
- type of browser and device parameters used to connect to the Mobile App;
- name of the Internet Service Provider (ISP);
- date and time of visit;
- web page of origin of the user (referral) and exit;
- possibly the number of clicks.

The aforementioned information is processed in an automated form and collected in an exclusively aggregated manner in order to verify the correct functioning of the site, and for security reasons. This information will be processed according to the legitimate interests of the Data Processor.

For security purposes (spam filters, firewalls, virus detection), the automatically recorded data may also possibly include Personal Data such as IP address, which could be used, in accordance with applicable laws, in order to block attempts at damage to Redcord websites or mobile app or damage to other users, or in the case of harmful activities or crime. Such data are never used for the

identification or profiling of the user, but only for the protection of Redcord websites and mobile app, and our users. Such information will be treated according to the legitimate interests of the Data Processor.

5. Information about children

Redcord AS is not intended for or targeting children under the age of 13, and we do not knowingly or intentionally collect information about children under the age of 13. If you believe that we have collected information about children under the age of 13, please contact us at redcord@redcord.com.

6. Third parties

We may utilize third-party service providers ("Third-Party Service Providers"), from time to time or all the time, to help us with our websites or our mobile app, and to help serve you.

We may use Third-Party Service Providers to assist with information storage (such as cloud storage).

We may provide some of your Personal Data to Third-Party Service Providers in order to help us track usage data, such as referral websites, dates and times of page requests, etc. We use this information to understand patterns of usage of, and to improve our services.

We may use Third-Party Service Providers to host the websites or mobile app. In this instance, the Third-Party Service Provider will have access to your Personal Data.

We only share your Personal Data with a Third-Party Service Provider if that provider agrees to our privacy standards as set out in this Privacy Policy.

Your Personal Data will not be sold or otherwise transferred to other third parties without your approval.

Notwithstanding the other provisions of this Privacy Policy, we may provide your Personal Data to a third party or to third parties in order to protect the rights, property or safety, of us, our customers or third parties, or as otherwise required by law.

We will not knowingly share your Personal Data with any third parties other than in accordance with this Privacy Policy.

If your Personal Data might be provided to a third party in a manner that is other than as explained in this Privacy Policy, you will be notified. You will also have the opportunity to request that we not share that information.

In general, you may request that we do not share your Personal Data with third parties. Please contact us via email, if so. Please be advised that you may lose access to certain services that we rely on third-party providers for.

7. Storage of Personal Data

We use secure physical and digital systems to store your Personal Data when appropriate. We ensure that your Personal Data is protected against unauthorized access, disclosure, or destruction.

Please note, however, that no system involving the transmission of information via the internet, or the electronic storage of data, is completely secure. However, we take the protection and storage of your Personal Data very seriously. We take all reasonable steps to protect your Personal Data.

We retain Personal Data that you provide us, as long as we consider it necessary. We delete your Personal Data upon request for cancellation of your account or other general request for the deletion of data.

In the event of a breach of your Personal Data, you will be notified in a reasonable time frame, but in no event later than two weeks, and we will follow all applicable laws regarding such breach.

8. Purpose of processing of Personal Data

We primarily use your Personal Data to help us provide a better experience for you on our websites and mobile app and to provide you the services and/or information you may have requested, such as use of our websites or mobile app.

Information that does not identify you personally, but that may assist in providing us broad overviews of our customer base, will be used for market research or marketing efforts. Such information may include, but is not limited to, interests based on your cookies.

Personal Data that may be considering identifying may be used for the following:

- a) Improving your personal user experience
- b) Communicating with you about your user account with us
- c) Providing customer service to you
- d) Advising you about updates to the Mobile App or related Items

9. Disclosure of Personal Data

Although our policy is to maintain the privacy of your Personal Data as described herein, we may disclose your Personal Data if we believe that it is reasonable to do so in certain cases, in our sole and exclusive discretion. Such cases may include, but are not limited to:

- a) To satisfy any local, state, or laws or regulations
- b) To respond to requests, such discovery, criminal, civil, or administrative process, subpoenas, court orders, or writs from law enforcement or other governmental or legal bodies
- c) To bring legal action against a user who has violated the law or violated the terms of use of our services
- d) As may be necessary for the operation of our websites or mobile app
- e) To generally cooperate with any lawful investigation about our users
- f) If we suspect any fraudulent activity on our websites or mobile app or if we have noticed any activity which may violate our terms or other applicable rules

10. Change to this Privacy Policy

Redcord will occasionally update this Statement of Privacy to reflect company and customer feedback. We encourage you to periodically review this Privacy Policy for any changes. You will be able to view and accept updated License Agreement and Privacy Policy when you log into the System.

11. Contact information

If you have any questions about this Privacy Policy or the way we collect information from you, or if you would like to launch a complaint about anything related to this Privacy Policy, you may contact us at the following email address: redcord@redcord.com.