

Privacy statement

This privacy statement describes the way Merzell Commerce AB collects and processes your personal data when you are using the Opic websites and portal.

We hold the role as data controller with regard to the processing of personal data described in this privacy statement.

1. WHOSE PERSONAL DATA DO WE PROCESS?

This privacy statement describes our processing of personal data related to the following categories of individuals:

- Contact persons and employees of customers who use the Opic portal, and other users of the Opic portal
- Contact persons and other individuals that appear in public tender notices, competition documents, contract award documents and court case documents
- Contact persons and employees of customers, and other individuals, that make use of other services offered by within the Opic offer, such as courses and webinars

2. PURPOSE, PERSONAL DATA CATEGORIES AND LEGAL BASIS

In the following we will specify the purpose of the processing of personal data, which categories of personal data we process, and the legal basis for such processing.

1. Processing of personal data in connection with registration in the Opic portal

In connection with registration and administration of your account in the Opic portal, we will process the following of your personal data:

- Name
- Job title
- E-mail address
- Telephone number
- Billing address
- Level of subscription
- Personal username
- Social security number (NB! Only for sole proprietorships in Sweden in relation to organization number)
- Chat sessions
- Other information provided voluntarily by you

Personal data registered when setting up a user profile will mainly be used for the completion of a purchase or for providing a service based on the information registered. We will, for example, use your e-mail address for the purpose of providing the tender notification services that your employer or you have registered for.



In addition, personal data may be used for the purpose of documenting the use of the Opic portal, since all activities are logged for IT security reasons. Data on the user's activities and logs linked to those activities may be used as a basis for further development of the Opic services. Also this data may be used to adapt page viewings on the Opic websites and portal to make them more relevant to the user. When a user logs into the portal, a unique ID is created. This ensures that the user does not have to submit a username and password multiple times within a certain time frame. The ID also enables the above-mentioned logging of activities.

All processing described under this section will be based on either GDPR Article 6 no. 1 letter b) (agreement) or letter f) (legitimate interest).

II. Processing of personal data when enrolling in a course, webinar or seminar

If you enroll in a course or a similar event via the Opic websites or the Opic portal, we will process your general contact information (name, employer, e-mail, telephone number, organization number, invoice address). We will process this personal data for the purpose of offering you the course. Our basis for this processing is GDPR Article 6 no. 1 letter b) (agreement).

Furthermore, we may share your personal data with third parties when we engage external speakers for the purpose of allowing them to prepare relevant content based on the categories of participants attending the course. We will only share data that is necessary for fulfilling the purpose of providing such relevant content. The basis for this processing is GDPR Article 6 no. 1 letter b) (agreement) and letter f) (legitimate interest).

III. Processing of personal data when retrieving tender notices and documents from public databases etc.

As a part of the Opic services provided by Merzell Commerce, public tender notice data, tender documentation, award documentation and court case documentation will be collected from public databases such as Doffin and TED, from sourcing systems, from contracting authorities and from courts. In this context, Merzell Commerce may process contact information of employees of actors participating in tender processes (name, e-mail, employer, position), as well as other personal information that may be included in the documents in question.

This personal data will only be used in the Opic portal to facilitate contact between the purchaser and the supplier. Merzell Commerce has a legitimate interest in carrying out such processing activity, as this is an information service which will provide for more effective public tender processes. The basis for such processing is therefore GDPR Article 6 no.1 letter f) (legitimate interest).

IV. Processing of personal data when we communicate directly with you

Merzell Commerce aims at providing the Opic customers with updated and solid information on the different updates and other issues we deem to be relevant for the customers to enjoy the services we offer. From time to time we will therefore publish newsletters and other relevant information to individuals who have registered a user profile in the Opic portal.

We will only communicate marketing content to you if you have expressly given your consent to such communication. Consent is obtained when you register for the Opic portal and may be withdrawn at any time. Our basis for this type of communication is GDPR Article 6 no. 1 letter a) (consent) and The Marketing Act section 19.



We will also send you newsletters and other content containing general information such as information on the service we provide you with, procurement news, invitation to seminars/webinars etc. Such communication will not include any marketing material, and our basis for such communication is GDPR Article 6 no. 1 letter f (legitimate interest).

V. Use of cookies on the Opic websites and portal

Mercell Commerce uses cookies and similar technology for gaining insight into user interactions on the Opic websites and portal. Use the following link for cookies concerning the Opic website: <https://www.opic.com/om-oss/cookies/>. Use the following link for cookies concerning the Opic portal: <https://opic.com/cookies>.

Our main purpose for such use of cookies is to gain insight into user interactions on our website and in our portal in order to be able to provide the best possible service. The personal data that is processed in this context is Cookie-ID, type of device, type of browser and IP address.

You may at any time withdraw your consent to use of cookies by turning it off in your browser. However, it is important to emphasize that doing so might result in reduced functionality on our websites and in our portal.

3. MERCELL COMMERCE AS DATA PROCESSOR

Mercell Commerce will from time to time also hold the role as a data processor instead of a data controller, e.g. where users register information or upload documents to the Opic portal. In such circumstances the company which the user who registers information or uploads a document works for will have the role as data controller of the personal data registered or included in the documents. The controller will therefore be responsible for ensuring that such processing of personal data takes place in compliance with GDPR.

4. WITH WHOM DO WE SHARE YOUR PERSONAL DATA?

Our IT-service providers may have access to personal data if the personal data is stored with the provider or the provider has in another way gained access to your personal data under the service agreements they have entered into with us. This applies for example to our CRM-system provider.

Other companies in the Mercell group may gain access to your personal data in connection with our delivery of services to you.

Our cookies services providers may gain access to your personal data in connection with your visit to our websites and our portal.

The above-mentioned parties act in accordance with a valid data processing agreement and under our instructions. We do not share personal data in other instances or in other ways than what is described in this privacy statement, unless you explicitly request or consent to this. However, in certain cases, Mercell Commerce reserves the right to release information regarding registered users to public authorities if required by law.

5. HOW CAN A USER GAIN ACCESS TO HIS/HER PERSONAL DATA, AND HOW CAN ONE RECTIFY THE DATA?

Each user is responsible for ensuring that the registered information is valid and correct, including making sure that only the necessary user information for using the portal is registered on behalf of the company that the user belongs to. The user will be suspended or permanently blocked from the



portal if false information is provided at registration, i.e. a false name or inaccurate contact information.

Users that are logged on to the Opic portal can control and update their own user profile as of changing the settings for monitoring emails and changing password. For other changes, such as changing the monitoring profile and changing the email address, the user shall contact Merzell Commerce.

The user can contact Merzell Commerce at any time for information on the logged information or other things relating to its personal data. Please see the contact information at the end of this document.

6. FOR HOW LONG WILL THE PERSONAL DATA BE STORED, AND HOW CAN A USER DELETE HIS/HER DATA?

The data is stored for as long as required by law, and Merzell Commerce will delete the data when it is no longer required for the purposes described under this privacy statement. This period is dependent on the type of information and why it is being stored:

- User profiles that are registered in connection with purchase of Opic will be anonymized or deleted when they have been inactive for a period of 36 months after expiry of the license period.
- User profiles that are registered in connection with use of the Opic portal without purchasing licenses are anonymized or deleted when they have been inactive for a period of 36 months.

Further information on the type of data we store and how you can have this deleted can be retrieved by contacting Merzell Commerce. Please find the contact information at the end of this document.

7. YOUR RIGHTS

According to the personal data legislation, you as the registered party have the right to:

- Request access to all personal data we process about you;
- Request that the processed personal data is deleted or corrected;
- Withdraw your consent if you have previously consented to processing of personal data. Users who for instance do not wish to receive marketing material or newsletters from Merzell Commerce can unsubscribe from receiving such emails by entering Merzell Commerce's subscription portal from the link in the marketing or newsletter email;
- Retrieve your personal data that you previously have submitted to Merzell Commerce and transfer these to another data controller without Merzell Commerce's interference (data portability); and
- File a complaint with the supervisory authority (Integritetsskyddsmyndigheten)

8. CHANGES TO THE PRIVACY STATEMENT

We may make minor changes to this privacy statement. The latest version can always be found on our website. You will be notified in case of major changes.



9. CUSTOMER SERVICE AND CONTACT WITH MERCELL COMMERCE

We are always happy to help you. Our office is open from 7-17 (CET), Monday through Friday. The office hours may vary on public holidays.

Issues regarding the data processing agreement: compliance@mercell.com

Sales'- and general questions: + 46 10-141 33 18 / sales.opic@mercell.com

Support: + 46 771 440 200 / support.opic@mercell.com

Invoicing: + 46 771 440 200 / info.commerce@mercell.com

