

****Privacy Policy****

When using our services, our customers and users may provide personal data to us as private individuals or as representatives of a company. To protect your personal data that we process, we take both technical and organizational protective measures. We are responsible for your personal data and their processing in accordance with this Privacy Policy.

1. ****What Data Do We Process?****

We collect personal data such as first name, last name, company name, job title, email address, phone number, and payment details when you use our services, enter into agreements, order services, provide payment information, or otherwise provide your personal data to us.

2. ****Purpose of Processing Personal Data****

Personal data for customers and potential customers are stored for the following purposes:

- Administration related to the sale of products and services, marketing, and preparation of quotations.

3. ****Legal Basis****

Under applicable data protection regulations, there must be legal support, known as a legal basis, for our processing of your data to be lawful and necessary.

Below are the legal bases we use:

3.1) ****Fulfillment of Contract:****

We only process necessary data to identify you as a customer or user to manage and deliver orders in accordance with your agreement.

3.2) ****Legal Obligation:****

We process your data to fulfill our legal obligations, e.g., your billing information according to the Accounting Act. In certain situations, we are required to disclose personal data to comply with legal requirements or demands from authorities. We may also need to disclose personal data to protect our legal interests or to detect and prevent fraud.

3.3) ****Legitimate Interest:****

We process your data to develop our services and to market our products and services directly to you.

4. ****Consent****

You may subscribe to our newsletters and marketing materials or submit inquiries about our products and services via web forms or email. By doing so, you agree that we process your data and consent to our processing of your data solely for the specified purpose.

5. ****Storage Period for Personal Data****

Your data is stored as long as you have a contractual or business relationship with us and as long as it is necessary for the purpose of the processing. After the relationship ends, we store your data for up to 12 months. In cases where there are legal requirements to store data for a longer period, we follow such laws.

Data that forms part of an invoice record is stored for seven years in accordance with the Accounting Act.

6. ****Right to Information About the Processing of Personal Data****

Any person who wishes to know what personal data Relide AB stores about them has the right to this information according to applicable law, regardless of how the data was collected. Such information may include where we obtained the personal data, the recipients or categories of recipients with whom the personal data has been shared, and the purpose of the processing of the personal data. If you want such information, you must submit a written request to info@gearheadlube.eu.

Requests for registry extracts are archived by Relide AB. We will respond to your requests without undue delay and within one month. If for any reason we cannot fulfill your request, a justification will be provided, and we will also inform you of how long it will take to respond to your request.

Your registry extract will be sent to your registered address or to the email address you provided when the processing began.

7. ****Right to Rectification****

We are responsible for ensuring that the data we process is accurate. If you believe that any data is incorrect, you have the right to request that it be corrected. The request should be made to Relide AB via info@gearheadlube.eu.

We will promptly assess whether the request is justified and take appropriate action, then inform you as the requester of how the rectification was handled.

8. **Right to Erasure**

Your data is stored as long as you are a customer with us and is then deleted as soon as possible unless other applicable law indicates otherwise. Billing information and invoice records are stored as long as necessary according to law, e.g., the Accounting Act.

9. **Right to Object**

You have the right to object to the processing of your data. You must specify which processing you are objecting to. If, after evaluation, we determine that such processing should still occur, we must demonstrate that our interest in the processing outweighs yours.

10. **Right to Restriction**

The right to restriction applies when you believe the data is incorrect and have requested rectification. In such cases, you may also request that the processing of the data be restricted while the accuracy of the data is being investigated.

The right to restriction applies from August 1, 2024.

11. **Right to Data Portability**

You have the right to obtain the data you have provided to us and use it elsewhere, provided that you have given consent for data processing or if you have provided the data in connection with an agreement.

However, you do not have the right to data portability if we process this data based on legitimate interest or legal obligation.

The right to data portability applies from August 1, 2024.

12. **Right to Lodge a Complaint**

If you believe that the processing of your data is in violation of applicable regulations, you have the right to file a complaint with us as soon as possible.

13. ****Withdrawal of Consent****

You also have the right to withdraw your consent for the processing of personal data at any time.

14. ****Email Address Management Policy****

Relide AB respects your personal privacy. For information and newsletters sent via email, the following rules apply to the management of email addresses and other information. The email addresses stored with Relide AB will under no circumstances be sold or rented to another party. Emails are sent in such a way that an email address is not accessible to anyone other than the intended recipient. The reason we collect our customers' email addresses, names, region, etc., is solely to improve the information service and make it more relevant and personalized. If you do not want this, we will, of course, respect that!

15. ****Security Measures****

To keep the personal data we process securely, we have taken several security measures. We enter into agreements with our suppliers and partners regarding their processing of your personal data to ensure that it is processed according to our instructions. If your personal data is transferred to operations in a country outside the EU/EEA, we enter into agreements regulating the transfer and handling of personal data, including, for example, the standard contractual clauses approved by the European Commission, with the receiving company. Furthermore, access to the premises where personal data is stored is restricted, and our employees must use a personal identifier to gain access. Passwords and usernames are required to log in to the company network, we have firewalls and antivirus programs, and we take other technical and organizational security measures necessary to protect and prevent unauthorized access to your personal data.