WEBSITE POLICY FOR CERTEX NORGE AS WEBSITE

Website Policy

Certex Norge AS Privacy Policy For Website Visitors

When you visit this website you may be asked to provide certain personal data. This website policy describes how we process your personal data and how we use cookies on our website.

If you have any questions regarding our processing of your personal data or our use of cookies, you are welcome to contact us at certex.oslo@certex.no. *If you wish to receive information in your local language, please contact us at the same email address.*

Dersom du ønsker informasjon på Norsk, kontakt oss på den samme epostadressen.

What personal data will be processed and what is the purpose of the processing?

If you make a request through our website, Certex Norge AS will collect and process your name, address, e-mail address, telephone number, fax, any message and other data you may send us through our website. The personal data is collected from you directly. Providing your contact details is mandatory in order for us to handle your request. We may also process your personal data to contact you in your capacity as a company representative with newsletters or other communication or marketing which you may be interested in. We will also collect information regarding receipt of newsletters and marketing material we may send you and track which links etc. you have clicked on.

If you subscribe to Certex Norge AS newsletter on our website, Certex Norge AS will process your personal data to be able to provide you such newsletters and other communication or marketing that you may be interested in. The submission of your email address is mandatory for us to be able to provide and administer your subscription. You may unsubscribe from receiving our newsletter at any time by filling in your email address and ticking "unsubscribe" at our website.

Certex Norge AS may from time to time request information for market research purposes. Such information is always optional and as with any other personal information will not be shared with any other party without your permission.

Your personal data will also be collected and processed through cookies, as further set out in our cookie policy.

Who has access to the personal data and how long is it stored?

The personal data you provide to us may be transferred to Certex Norge AS external suppliers (such as IT-suppliers) to the extent necessary to administer and perform mailings in accordance with your wishes. Certex Norge AS will however not sell, rent or give away your personal information to any unrelated company, organization or individual without your permission. It is possible that where appropriate, your data will be transferred within the Lifting Solutions Group for processing and use within the Lifting Solutions Group in other countries. Only persons at Certex Norge AS who need to use your personal data for the purposes described above will have access to the personal data. Certex Norge AS has also taken appropriate technical and organizational measures to protect your personal data against *e.g.* loss and unauthorized access.

Your personal data that is processed for the administration of your request will be deleted once we have completed administration of such request, unless you or the company you represent become a customer

to Certex Norge AS. In such case you will receive further information regarding the processing of your personal data.

Your personal data that is processed for the administration of your subscription will be stored until you unsubscribe from such subscription.

Please note that your personal data will be stored for a longer period than mentioned above if it is required by applicable laws.

Your Rights

Certex Norge AS reg. no. 935 708 745, with address Johan Follestads vei 6, 3474 Åros, and Axel Johnson International Lifting Solutions, reg. nr. SE 556057887301, with address Sveavägen 151, 113 46 Stockholm, Sweden, are joint controllers of the processing of your personal data. This means that we are responsible for ensuring that your personal data is processed correctly and in accordance with applicable laws.

You are entitled to know what personal data we are processing regarding you, and you can request a copy of such data. You are entitled to have incorrect personal data regarding you corrected, and in some cases you may request that we delete your personal data (if, for example, the personal data is no longer necessary for the purpose for which it was collected). You also have the right to object to certain processing of your personal data (such as direct marketing), and request that the processing of your personal data be limited. Please note that limitation or deletion of your personal data may result in us not being able to fulfill our commitments. You are also entitled to extract your personal data in a machine-readable format and to transfer the personal data to another controller.

If you have questions regarding how we process personal data concerning you, you are welcome to contact us at certex.oslo@certex.no or by mail to the address above.

If you have any objections or complaints with the way we process your personal data, you have the right to lodge a complaint with the local data protection supervisory authority.

Certex Norge AS Cookie Policy

This cookie policy applies to Certex Norge AS use of cookies on our website. This cookie policy describes what kind of cookies we use on the website, the purpose of each cookie, how long we store them and how you can block or delete cookies.

If you wish to receive information in your local language, please contact us at certex.oslo@certex.no.

Dersom du ønsker å motta informasjon på Norsk, kontakt oss på certex.oslo@certex.no.

What is a cookie?

A cookie is a small text file that may be placed on your device (*e.g.* computer, smart phone or tablet) when you visit a website. Cookies are used to allow websites to function more efficiently and to collect information to the owner of a website.

Read more about cookies at the Swedish Post and Telecom Authority's website:

https://pts.se/en/english-b/regulations2/legislation/electronic-communications-act/q/qa-about-cookies-for-users/

What do we use cookies for?

Some of the cookies Certex Norge AS is using are strictly necessary and essential to make the website work correctly and to enable you to move around the website and use its features. You are not required to approve our use of strictly necessary cookies since they are required in order for us to provide the website.

The website also uses cookies which allow us to optimise the performance of the website's features, to improve your experience of the website, to make the website easier to use and to better tailor the website to your interests and needs. Further, we use cookies to compile anonymous and aggregated statistics that allow us to understand how our users use the website and to help us improve.

What types of cookies do we use?

There are three types of cookies on the website:

- [Session cookies, *i.e.* cookies which are temporarily saved only during your visit to our website. Such cookies are for example used to identify which language that you have chosen. Session cookies are deleted when you close your web browser.]
- [Persistent cookies, *i.e.* cookies which save a file for an extended period on your device. Such cookies are for example used with functions which describe what information is new since you last visited the website. How long the cookie remains on your device will depend on the duration or "lifetime" of the specific cookie, as well as on your browser settings.]
- [Third party cookies, *i.e.* cookies that belong to domains different from the one shown in the address bar. Third party cookies open up for potential tracking of the user's browsing history.]

The table below sets out the specific cookies that are used on our website, the purpose of each cookie, which information the cookie stores, whether it is a session cookie, persistent cookie or third party cookie, how long the cookie will be stored and whether any information from the cookie will be transferred to another company or organisation.

Cookie	Purpose	Stored Data	Duration	Sharing
__cfduid	Used by the content network, Cloudflare, to identify trusted web traffic.	It does not correspond to any user ID in your web application, and does not store any personally	1 year	Tawk.to

		identifiable information.		
ASP.NET_SessionId	General purpose platform session cookie, used by sites written with Microsoft .NET based technologies. Usually used to maintain an anonymized user session by the server.	This cookie does not store any user information.	Expire when user leaves site	No third party
_dc_gtm_UA-#	This cookie is associated with sites using Google Tag Manager to load other scripts and code into a page.	This cookie does not store any user information.	Session	Google Tag Manager
__utm.gif	Google Analytics Tracking Code that logs details about the visitors browser and computer.	Information about the user, not any personally identifiable information but information such as browser language, screen resolution, referral site etc.	Session	Google Analytics - used to improve your experience of the website
__utma	Collects data on the number of times a user has visited the website as well as dates	The number of times a visitor has been to the site	2 years	Google Analytics - used to improve your experience

	for the first and most recent visit. Used by Google Analytics.			of the website
__utmb and __utmc	Registers a timestamp with the exact time of when the used accessed the website. Used by Google Analytics to calculate the duration of a website visit.	The amount of time a visit to the site has been	Session	Google Analytics - used to improve your experience of the website
__utmt	Used to throttle the speed of requests to the server.	No personally identifiable information	Session	Google Analytics – used to improve your experience of the website.
__utmz	Collects data on where the user came from, what search engine was used, what link was clicked and what search term was used. Used by Google Analytics.	Referral information	6 months	
_ga	These cookies are used to distinguish unique users by assigning a randomly generated	Client Identifier (Anonymously identifies a browser instance.)	2 years	Google Analytics - used to improve your experience

	number as a client identifier.			of the website
_gid	These cookies are used to distinguish unique users by assigning a randomly generated number as a client identifier.	Client Identifier (Anonymously identifies a browser instance.)	Session	Google Analytics - used to improve your experience of the website
collect	Used to send data to Google Analytics about the visitor's device and behaviour. Tracks the visitor across devices and marketing channels	Anonymous user information	Session	Google Analytics
GPS	Registers a unique ID on mobile devices to enable tracking based on geographical GPS location.	unique ID	Session	Youtube.com
YSC	Registers a unique ID to keep statistics of what videos from YouTube the user has seen.	unique ID	Session	Youtube.com
__tawkuuid	Unclassified		179 days	Tawk to
ss	Unclassified		Session	Tawk to
exvat	Unclassified		9 days	Inline script

Tawk_57dbea2260af0d7233b89deb	Unclassified		179 days	Tawk to
TawkConnectionTime	Unclassified		Session	Tawk to
tawkUUID	Unclassified		179 days	Tawk to

Google Analytics

Certex Norge AS uses the tool Google Analytics, including Google Tag Manager, to collect information about the use of the website. The purpose is to better understand our users' needs and to create better content for our website visitors. By saving Google Analytics cookies in your browser, we can see, for example, what kind of information you request or what features are important to you.

Google Analytics collects the IP address assigned to you on the date you visit the website. To protect your privacy further, we use so-called IP anonymization for data collection with Google Analytics. This means that the last digits of your IP number are masked, for example 193.188.156.xxx.

Certex Norge AS does not combine the information collected through the use of Google Analytics with other PII (personally identifiable information).

Google's possibility to use and share information collected by Google Analytics about your visits to our website is restricted by the Google Analytics Terms of Service, available at: http://www.google.com/analytics/terms/us.html, and the Google Privacy Policy, available at: http://www.google.com/intl/en/policies/privacy

You can prevent Google Analytics from recognizing you on return visits to the website by disabling cookies on your browser.

Live chat:
On this website the live chat is provided by Tawk.to.
The chat is inserted via a script in the source code of the website. When using the chat function you automatically use the service of Tawk.to. Tawk.to saves, supports and edits data in European and Non-European locations. All data that is inserted via the chat window will be transferred to Tawk.to and saved.
Tawk.to will be certified in EU - U.S. Privacy Shield Frameworks and compliant to data protection requirements when transferring personal data from EU to US in support of transatlantic commerce.
Saved data includes: chat record, indicated name, IP address at the time of the chat and country of origin. This data will not be given to third parties and is only used for business related communication and internal statistics. Chat records are saved by Tawk.to and automatically deleted after a reasonable timeframe.
We do not have any influence on the internal handling and use of the data at Tawk.to. With using the chat you agree to the transfer and using of your data as described above.
Tawk.to is working on compliancy with GDPR: https://www.tawk.to/data-protection/gdpr/
Please find the Standard Terms of Use of Tawk.to here: https://www.tawk.to/privacy-policy/

How to prevent and/or delete cookies
Most internet browsers are initially set to automatically accept cookies. You can change your settings to

block cookies or to alert you when cookies are being sent to your device. You can also choose to delete all the cookies stored on your device.

How you delete cookies or modify your browser settings is stated in the instructions to your browser or the help function which most browsers are equipped with. If you use different devices to view and access the website (e.g. your computer, smartphone, tablet etc.) you will need to ensure that each browser on each device is adjusted to suit your cookie preferences.

Note that if you disable the cookies that we use, this may impact your experience while on the website. For example, you may not be able to visit all parts of the website, and some parts of the website may not function correctly.

If you do not want us to use any cookies on your device please change the settings for cookies as set out above.

Changes in the cookie policy and questions

This policy may be amended from time to time. This cookie policy was last updated on 15.08.2019.