**Privacy Policy**

InnVolv Platforms, Websites, and Applications

**Last Updated: December 2024**

InnVolv is dedicated to safeguarding your privacy in the digital environment and ensuring that your personal information is handled securely and in compliance with applicable data protection laws.

Your privacy is important to InnVolv AB. Please review this Privacy Policy carefully, and contact us if you have any questions or concerns.

This Privacy Policy outlines how we collect, handle, and utilize your personal information (including profiles and data created through customer interactions) when you use our platforms, websites, and apps. It also explains your options for managing this data, including updating and accessing information, and provides instructions for contacting us if needed.

You can manage your data through your InnVolv profile settings.

**Definitions Used in This Privacy Policy:**

* "We," "us," "our," etc., refer to InnVolv.
* "You," "your," etc., refer to the individual user.
* "Company," "customer," etc., refer to entities utilizing InnVolv’s services.
* "Personal data" refers to any information relating to an identifiable individual.

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14. **Who is Responsible for Your Data?**

The entity accountable for overseeing your personal data is InnVolv AB. As the data controller, InnVolv AB determines the purposes and means of processing your personal information. InnVolv AB is headquartered in Göteborg, Sweden, at the address: 123456-1234, 123 45, Göteborg. Any queries regarding data processing or privacy concerns can be addressed through our website ([www.innvolv.com](http://www.innvolv.com)) or via email at [privacy@innvolv.com](mailto:privacy@innvolv.com).

Additionally, in certain circumstances, InnVolv acts as a data processor. This occurs when we handle personal data on behalf of our customers under their explicit instructions. In such instances, the customer assumes responsibility for determining the processing of the data.

Headquarters Address:

InnVolv AB  
XYZ, 123  
Sävedalen, Sweden

1. **Scope of This Privacy Policy**

This Policy applies to all InnVolv services, platforms, and applications that link to it. It does not extend to third-party services or advertisers that may utilize cookies or other technologies to provide targeted ads.

These third-party services operate independently, and their practices are governed by their respective privacy policies. We encourage users to review those policies for a full understanding of their data practices.

1. **Data We Collect and Process**

InnVolv collects a variety of personal data to provide and improve our services, as well as to ensure a seamless and secure user experience. The categories of personal data we collect include:

* 1. **Account Information:**

Email address and mobile phone number, used for account creation, login credentials, and service-related notifications such as password changes or activity alerts.

First and last name to identify you within your organization or project teams.

* 1. **Voluntary Information:**

Additional profile details such as education history, certifications, and emergency contact information, which you may provide to enhance your experience.

* 1. **Device and Technical Data:**

Device details (manufacturer, model, operating system, and version) collected when using our apps or reporting issues.

IP address and browser information, collected for troubleshooting, security purposes, and improving compatibility.

* 1. **Interaction Data:**

Logs of account activities, including login attempts, password updates, and sign-outs.

Usage patterns and interaction data with features to help us optimize our offerings.

* 1. **Support and Feedback Information:**

Communications with our support team, including issue descriptions and suggested improvements, which may also include device-specific technical data for resolving problems.

Feedback and suggestions provided by you for improving the service, which may be stored for internal analysis.

* 1. **Administrative and Role-Specific Data:**

Logs of administrative actions performed within the platform, such as assigning roles, granting access, or managing project details. These logs help maintain transparency and assist with customer support.

* 1. **Cookies and Tracking Technologies:**

Data collected through cookies, including preferences, login status, and browsing behavior within our platforms.

* 1. **Other Data:**

Any personal data explicitly provided by you during interactions, such as uploading documents or filling out forms.

All data collected is processed under lawful bases, including the fulfillment of contractual obligations, compliance with legal requirements, and legitimate business interests, such as service optimization and user support.

1. **Data Sharing Practices**

We prioritize your privacy and do not sell or rent your personal information. However, we may share your data under specific circumstances:

**With Customers:** Information such as your name, role, or interactions may be shared with entities you engage with through our platform.

**Legal Compliance:** We may disclose data to meet legal obligations, respond to legal processes, or protect our rights and property.

**Corporate Transactions:** In the event of mergers, acquisitions, or similar transactions, your data may be transferred to involved parties with appropriate safeguards.

1. **International Data Transfers**

InnVolv employs global data storage solutions to optimize performance and ensure reliability. If your data is transferred outside the European Economic Area (EEA), we use measures such as Standard Contractual Clauses to ensure equivalent data protection levels in compliance with EU standards. You can trust that your personal information remains secure regardless of location.

1. **Retention Policy**

We retain personal data only for as long as it is necessary to achieve the purposes outlined in this Privacy Policy or as required by law. Certain data, such as names and project records, may be retained longer to meet our contractual obligations with customers.

1. **Your Privacy Choices**

InnVolv empowers you with a range of options to manage and control your personal data. Here are the specific choices and tools available to you:

**7.1 Access and Review Your Data:** You can request a detailed overview of the personal data we hold about you. This includes information on how it is being processed and for what purposes.

* 1. **Correction of Inaccuracies:** If you believe that any personal data we hold is incorrect or incomplete, you can request corrections or updates to ensure its accuracy.
  2. **Data Portability:** Receive a copy of your personal data in a structured, machine-readable format. If technically feasible, we can transfer this data directly to another service provider upon your request.
  3. **Manage Preferences:** Through your InnVolv account settings, you can adjust your data sharing preferences, control notifications, and manage the visibility of certain personal information.
  4. **Deletion Requests:** You have the right to request the deletion of your personal data. However, please note that some data may be retained to comply with legal obligations or for legitimate business purposes. We will inform you about any data that cannot be deleted and the reasons why.
  5. **Opt-Out of Communications:** You can opt-out of receiving marketing or promotional emails by using the unsubscribe link provided in those emails. For other communications, such as account or service notifications, you can contact us to modify your preferences.
  6. **Limit Data Processing:** Where applicable, you can request restrictions on the processing of your personal data, especially if you contest its accuracy or object to its processing.

You can exercise these rights by contacting us via email at [privacy@innvolv.com](mailto:privacy@innvolv.com) or by visiting the privacy settings section in your InnVolv account. Some changes can be made directly through your account settings, while others may require additional verification steps to ensure the security of your data.

For further information about your rights or to submit a request, please visit our dedicated privacy portal at www.innvolv.com/privacy. We aim to process and resolve all requests promptly and transparently, typically within 30 days.

1. **Data Protection Measures**

We employ robust technical and organizational measures to protect your data from unauthorized access, misuse, or loss. These include:

* Restricted access for employees based on roles and responsibilities.
* Encryption of sensitive information during transmission.
* Regular security assessments and system updates.

Users are advised to enhance security on their end by logging out after accessing protected areas.

1. **Cookies and Tracking Technologies**

We use cookies and similar technologies to enhance your experience on our platforms. These small files are stored on your device and help us gather information about your preferences, login status, and interaction with our services. Here’s a detailed look at how cookies work within InnVolv services:

**Performance Cookies:** These gather data on how users interact with our services, helping us identify and resolve issues while improving usability. Provide targeted recommendations and improve your browsing experience.

**Functional Cookies:** They enable enhanced functionality and personalization, such as remembering your preferences, login details and settings.

You can control cookies through your browser settings. Note, however, that disabling cookies may limit the functionality of some features.

1. **External Links**

Our services may contain links to third-party websites or applications. While we strive to link only to reputable sources, we do not control these sites' content or data practices. Once you leave our services, we recommend reviewing the privacy policies of any linked websites, as their practices may differ from ours.

1. **Policy Updates**

As we continue to develop our services, this Privacy Policy may be updated to reflect changes in policies or legal requirements. We encourage you to regularly review this page. Significant updates will be communicated through prominent notices or direct notifications. Your continued use of our services after changes indicates acceptance of the revised policy.

1. **Children’s Privacy**

Protecting children’s privacy is crucial to us. Our services are intended for individuals aged 18 and above. We do not knowingly collect personal information from children under 18. If we become aware that we have unintentionally collected such data, we will delete it promptly. If you are a parent or guardian and believe your child has provided us with personal information, please contact us at privacy@innvolv.com to request its removal.

**Contact Us**

For questions or concerns about this Privacy Policy or our data practices, contact us at:

* Email: [privacy@innvolv.com](mailto:privacy@innvolv.com)

We value your feedback and are here to assist with any inquiries.