

On May 25th 2018, the new European Personal Data Regulation (GDPR) will enter into force across the EU.

The new legislation grants EU citizens greater control over their own personal data and requires that their information be handled securely all across Europe – regardless of whether the data processing takes place in the EU or outside the Union.

The GDPR is the EU's way of giving individuals, customers and suppliers more power over their own data. It also means fewer data processing options for the companies and organisations that collect and use data for commercial purposes.

DYNAmore Nordic AB (DYNAmore) has three systems managing customer data for clients that i) purchase/lease/test software, ii) attend training, iii) purchase consultancy services or other goods and services from us. We have these systems to fulfil our contracts with the customers as well as due to legal requirements.

1. CRM database: The database contains data of each customer; e.g. e-mail address, phone number, address and the history of the purchase services. DYNAmore also uses the database to deliver newsletters, which contain information about new software releases, seminars, user's conferences etc.
2. File Sharing Service: A file sharing service where the purchased software is provided and where the customer can send and receive files to/from DYNAmore for support or project work. The file sharing service contains a database with customer e-mail addresses, passwords and usage history.
3. Support system: The support system is used to handle the support we get from customers. It contains names, e-mail addresses, and e-mail correspondence related to customer support of DYNAmore's software products.

If a person is no longer an employee of a customer, or if they withdraw their consent for the company to use their personal data, they are entitled to have their data permanently deleted after a period needed for DYNAmore to fulfil the contract with the customer or other legal demands, typically one year.

DYNAmore keep all customer data protected and we do not sell any customer data to other organizations/companies nor does DYNAmore share or transfer any sensitive customer data to other organizations/companies. To be able to fulfil the contract with the customer, customer contact information for customer contact persons may have to be transferred to DYNAmore software suppliers.

If you want to access, correct, add or remove your data or unsubscribe to the newsletters, please contact us at: pua@dynamore.se