



# Privacy Policy

- for [www.octopuspms.com](http://www.octopuspms.com), our newsletters and services

Our Privacy Policy describes how we treat your personal information at OCTOPUS PMS ApS ("OCTOPUS" or "we"/"us"). Our Privacy Policy defines, how we collect and use the personal information that you leave behind and/or deliver, when you visit our website and use the different services that we offer.

OCTOPUS is the data controller for the personal information collected and processed through the services we provide like our website and our newsletters. Overall processing of your personal information covers these items:

1. Gathering of personal information
2. Use of personal information, purpose and processing
3. Forwarding and transferring your personal information
4. Consent
5. Deleting personal information
6. Security
7. Your rights
8. Links to other websites etc.
9. Changes to the Privacy Policy
10. Correction, cancellation of services etc.

## 1. Gathering of personal information

We will always inform you before we gather your personal information. We gather, for example, the following personal information about you: name, email address, company name, postal address and phone number.

Note that certain personal information is necessary to collect for you to use the website's functions. It will always be apparent whether disclosure of personal information is mandatory or optional. If the disclosure of personal information is mandatory, it will be marked with an asterisk (\*) for example on the website or made visible in another way. If you choose not to provide us with the requested personal information, you will not be able to use the desired service, function or technical assistance. For example, we need your contact information to be able to book a meeting or send you a newsletter if requested.

If you provide us with personal information about others than yourself, we encourage you to ensure consent from these persons before disclosing their personal information.

## 2. Use of personal information, purpose and processing

We gather and use personal information related to the services and purposes described below. We can also process your personal information for other purposes, if we are entitled or obliged to do so by law.

We only use your personal information for marketing purposes, if you, prior and explicit, have given your consent. For example, by signing up for our newsletter.

### Orders/Invoicing

We need to process the personal information you provide us in the order form, when ordering a product and/or a service. We use your personal information to be able to take measures on your request in relation to your order. This constitutes our legitimate base for processing your personal information. The purpose of processing your personal information is to provide you with a product or a service regarding our software.

### Technical assistance and remote support

We need to process your personal information in connection with the technical assistance we offer, for example through remote support, when you contact us regarding a product error, missing delivery and other circumstances. Therefore, we also process your personal information, when you call our support. This constitutes our legitimate base for processing your personal information. The purpose of processing your personal information is to offer you optimal technical assistance in relation to our software.

### Signing up to newsletter

We need to process the personal information you provide us in the registration form, when signing up to our newsletter, in order to sign you up on your request and with your consent. This constitutes our legitimate base for processing your personal information. The purpose of processing your personal

information is to send you our newsletters. You can withdraw your consent at any time – either by unsubscribing at the bottom of our newsletter or by contacting us.

### Cookies

We use cookies on our websites. The process of your personal information that is collected through cookies is based on your consent. You can read further about the terms for giving us your consent below in section 4.

The purposes of using information collected through cookies are:

- To administrate, improve and optimize our website and services as well as your user experience.
- Customer- and user analysis as well as segmentation, for better understanding of our customers and users and thereby improving and customizing our services.
- Marketing and targeted advertising
- Statistics

## 3. Forwarding and transferring of your personal information

Under certain circumstances, for example due to legislation, it may be necessary to pass on information to the authorities. Forwarding of information may also take place if it is necessary to determine or defend legal requirements.

In relation to processing your personal information, which you have provided us, for example on our website, we use different data processors, among others for sending out newsletters. For further information, feel free to contact us (see contact information in section 10)

## 4. Consent

In some cases, when you use our website, we collect and process your personal information based on your consent, for example for sending out newsletters.

Please be aware that you can withdraw your consent at any time – either by unsubscribing at the bottom of our newsletter or by contacting us. If you withdraw your consent, we will stop processing your personal information, unless we are entitled or obliged to continue processing or storing your personal information, for example due to legislation.

Withdrawing your consent does not affect the legality of the processing that has occurred prior the withdrawal of consent.

If you withdraw your consent, you can not fully use the functions and services that we provide on our website and through our newsletters.

## 5. Deleting personal information

Your personal information will be deleted, when we no longer need to process them to fulfill one or more of the above-mentioned purposes.

However, your personal information can be processed or stored for longer time in anonymous form, or if we are obliged by law.

## 6. Security

We have implemented appropriate technical and organizational security measures to ensure a sufficient level of security. Thereby we do our best to ensure the quality and integrity of your personal information.

We do not forward your personal information to third parties.

## 7. Your rights

You have the right to get insight in the personal information, we are processing about you, with certain exceptions that are specified by legislation.

You can object to collecting and processing your personal information. In addition, you are in your right to rectify your personal information or ask us to restrict the processing of your personal information.

We will delete or correct incorrect personal information or personal information that have become obsolete since collection.

At your written request, we will delete the personal information, we have registered about you, without any unnecessary delay, unless we can continue the processing on another base, for example if the processing is necessary to make a legal claim, or if the processing is necessary for the conclusion of a deal with you.

In addition, you may, in certain cases, have the right to obtain the personal information, we have registered about you, in a structured, commonly used and machine-readable format. In certain cases, you also have the right to ask us to send (transmit) the information to another data controller.

If you wish to make use of your rights, as described above, you are welcome to contact us (see contact information in section 10).

Regarding contact about your rights, we ask you to provide us with sufficient information to process your request, including your full name and email address, so we can identify and answer your request. We will answer your request as soon as possible and latest within a month.

If you disagree in the way, we process your personal information or the purposes for which we process the information, you are welcome to contact us for extended dialogue. You can also file a complaint:

Datatilsynet  
Borgergade 28, 5. sal  
1300 København K  
Denmark  
Phone: +45 33 19 32 00

## 8. Links to other websites etc.

Our website may contain links to other websites. We are not responsible for the content on other websites (third parties websites) or for the procedures that such third parties have for collecting and processing personal information. When you visit a third-party website, you should read the Privacy Policy and other relevant policies provided by the website owner.

## 9. Changes to the Privacy Policy

We reserve the right to change this Privacy Policy due to significant changes in the legislation, new technical solutions, new or improved services or to improve our website. You will always have access to the recently updated version on our website: [www.octopuspms.com](http://www.octopuspms.com)

## 10. Correction, cancellation of services etc.

If you wish to update, correct or delete your personal information registered by us, if you no longer wish to use our services, or if you no longer wish to receive information from us, you can contact us as listed below.

Questions regarding this Privacy Policy should also be addressed here:

OCTOPUS PMS ApS  
Nygade 17  
6300 Gråsten  
Denmark

Phone: +45 73 700 100  
Email: [support@octopuspms.com](mailto:support@octopuspms.com)

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