

Last updated: 25 May 2018

## Welcome to our Privacy Policy

Thanks for using our websites and services. Personal integrity is important to us and we take your privacy seriously.

Here you will find out for example what personal data we process about you, why and how we do it, where it came from, who is involved, and how it is lawful for us to do it.

This is where we explain how we process your personal data and what we do to respect your integrity! We encourage you to read this Privacy Policy and to use it to help you make informed decisions.

Please read this Privacy Policy carefully – by continuing to use our websites and services, you confirm that you have read and understood this Privacy Policy in its entirety. By reading this Privacy Policy, we hope you feel confident that we work hard to live up to your expectations.

Please contact us if you have any questions regarding this Privacy Policy or in general questions regarding your personal data. You can always contact us by sending an email to [dataprotection@izettle.com](mailto:dataprotection@izettle.com).

iZettle AB, reg.no. 556806-0734, Regeringsgatan 59, 111 56, Stockholm, Sweden (“iZettle”, “we”, “our” or “us”), including our affiliates, is committed to protecting and respecting the privacy of any individual whose personal data we process as part of us providing our products and services (altogether “services” below, and also includes products and services provided by affiliates within our group “iZettle Group”).

For a full overview of the iZettle Group please read more [here](#).

This Privacy Policy aims to provide you with sufficient information regarding our use of your personal data, including providing you with answers to the following questions:

- What is personal data?
- What is processing of personal data?
- Who should read this Privacy Policy?
- Does this Privacy Policy cover all our processing activities?
- What does this Privacy Policy not cover?
- In relation to whom is iZettle a data controller?
- What information do we process about you, for what purposes and how is it lawful for us to do it?
- What Personal Data do we collect from third parties?
- How will we not use your information?
- What about automated decision making?
- Want to know more about our policy of sharing data with third parties?
- What about transfers to a third country?
- Security and Integrity - how do we protect your Personal Data?
- How long do we store your personal data?
- What say do you have in how we process your data (aka. your rights)?
- How do you exercise your rights and how can you contact us or the data protection authority?
- What about cookies?
- What about other third-party websites and services?
- How may we change this Privacy Policy?

## **What is personal data?**

Personal data is all kind of information directly or indirectly identifying a physical person being alive. This means that e.g. name, address, phone number but also log data and encrypted data and other types of electronic ID's (e.g. IP-addresses) is personal data in the event they can be connected to a physical person being alive may be personal data.

## **What is processing of personal data?**

Processing of personal data is every action that is taken in relation to personal data, irrespective of if it is done in an automated way or not. Examples of common

processing actions is collection, registration, organization, structuring, storing, adaptation, transfer and deletion.

## **Who should read this Privacy Policy?**

This Privacy Policy is relevant for anyone visiting our websites, using our services, products or otherwise interacting with us.

## **Does this Privacy Policy cover all our processing activities?**

No, it only concerns the processing of personal data for which we are the data controller – in other words, where we decide the purposes (why the personal data is collected) and means (which personal data is collected, for how long it is stored, etc.) of the processing.

## **What does this Privacy Policy not cover?**

It doesn't cover any processing of personal data that we conduct as a data processor – meaning, where we process data on e.g. your behalf and following your instructions when you use our services and you are the one collecting personal data and deciding the purpose for the processing of such personal data. For those activities our Data Processing Agreement Schedule 1 to our Payment Terms and Conditions applies.

## **In relation to whom is iZettle a data controller?**

Merchant

iZettle is the data controller for personal data processed when our customers register for and/or use our services and when our customers purchase products from us such as card readers, if they are a natural person (“Merchant”).

This means that we are a data controller for any personal data that we process about you as a sole trader or an individual.

CEO, board members, beneficial owners and authorised signatories of our customers

iZettle is the data controller for personal data obtained when our customers, other than sole traders, register for our services and during the registration process provide information regarding their corporate structure which may include personal data.

This means that iZettle is the data controller in relation to personal information in relation to the CEO and board members of any of our business customers that are a limited liability company or equivalent and in relation to personal information of the beneficial owners, if they are a natural person, of our business customers.

iZettle is also the data controller in relation to the authorised signatories of our business customers.

Representatives of customers

iZettle is also the data controller of personal data relating to customer representatives who are the representatives of our business customers and the people who use our services and/or products.

This also means that iZettle is the data controller for representatives of potential customers who are either website visitors who submit personal data through any of the forms on our websites or otherwise contact us through for example our customer

support or people who might be interested in our services and/or products whose information we got from other sources.

#### End-customers

iZettle is the data controller for the processing of personal data that takes place when a customer of our Merchant (“End-customer”) chooses to pay

(i) by card through the use of the iZettle app on our Merchant’s smartphone, tablet or other compatible devices connected to an iZettle card reader,

(ii) by invoice and pays such invoice online using a card or any other online payment method made available by us in the relevant jurisdiction,

(iii) through a payment link provided by e-mail, text message or similar communication tool,

(iv) by card online or any other online payment method made available by us in the relevant jurisdiction in the Merchant’s Online Store,

(v) through the use of third party payment providers for the services and/or products provided by any of our Merchants who use iZettle in its physical store or Online Store, as applicable.

iZettle is also the data controller when End-customers want to receive a receipt for the services and/or products provided by any of our Merchants who use iZettle in its physical store or Online Store, as applicable.

Website visitors and individuals telephoning or e-mailing our support

For existing customers visiting our website:

Behavioural and tracking details: e.g. location data, behavioural patterns, personal preferences, IP-number, cookie identifiers, unique identifier of devices you use to access and use the services and our websites.

iZettle is furthermore the data controller for personal data processed when someone telephones to our customer support or uses our website or otherwise contacts us through our support channels.

This means that iZettle is the data controller for personal data processed about website visitors (i.e. the people that merely browse our websites).

## **What information do we process about you, for what purposes and how is it lawful for us to do it?**

Merchants

Categories of personal data we process

- Identification information: e.g. identification number, ID, passwords or equivalent
- Contact information: e.g. name, address, phone number, email or equivalent
- Financial information: e.g. bank details, card information, financial transactions or equivalent, credit history (including credit score), information related to invoices that we have issued.
- Information related to legal requirements: e.g. customer due diligence and anti-money laundering requirements, bookkeeping.
- Behavioural and tracking details: e.g. location data, behavioural patterns, personal preferences, IP-number, cookie identifiers, unique identifier of devices you use to access and use the services and our websites

| <b>HOW DO WE USE IT (PURPOSE OF PROCESSING)</b> | <b>LEGAL BASIS FOR THE PROCESSING (WHY THE DATA PROCESSING IS NECESSARY)</b> |
|---|--|
|---|--|

|  |   |
|--|---|
| <p>To provide our services and products, to fulfil relevant agreements with you and to otherwise administer our business relationship with you.</p>  | <p>Fulfil our contractual obligations towards you, to comply with applicable laws and to pursue the legitimate interests of iZettle</p> |
| <p>To confirm your identity and verify your personal and contact details.</p>  | <p>Fulfil our contractual obligations towards you and to comply with applicable laws</p>  |
| <p>To prove that transactions have been executed.</p>  | <p>Fulfil our contractual obligations towards you and to comply with applicable laws</p>  |
| <p>To establish, exercise or defend a legal claim or collection procedures.</p>  | <p>Fulfil our contractual obligations towards you, to comply with applicable laws and to pursue the legitimate interests of iZettle</p> |
| <p>To comply with internal procedures.</p>   | <p>Fulfil our contractual obligations towards you and to comply with applicable laws</p>  |
| <p>To administer your payment for products and/or services and the customer relationship i.e. to carry out our obligations arising from any contracts entered into between you and us and to provide you with the information, products and services that you request from us.</p> | <p>Fulfil our contractual obligations towards you, to comply with applicable laws and to pursue the legitimate interests of iZettle</p> |

|   |   |
|---|---|
| <p>To assess which payment options and payment services to offer you, for example by carrying out internal and external credit assessments.</p>   | <p>Fulfil our contractual obligations towards you, to comply with applicable laws and to pursue the legitimate interests of iZettle</p> |
| <p>For customer analysis, to administer iZettle's services, and for internal operations, including troubleshooting, data analysis, testing, research and statistical purposes.</p>  | <p>Fulfil our contractual obligations towards you and to pursue the legitimate interests of iZettle</p>                                 |
| <p>To ensure that content is presented in the most effective way for you and your device.</p>   | <p>Fulfil our contractual obligations towards you and to pursue the legitimate interests of iZettle</p>                                 |
| <p>To prevent misuse of iZettle's services as part of our efforts to keep our services safe and secure.</p>   | <p>Pursue the legitimate interests of iZettle</p>   |
| <p>To carry out risk analysis, fraud prevention and risk management.</p>  | <p>Pursue the legitimate interests of iZettle</p>   |
| <p>To improve our services and for general business development purposes, such as improving credit risk models in order to e.g. minimize fraud, develop new products and features and explore new business opportunities.</p> | <p>Pursue the legitimate interests of iZettle</p>   |

|   |  |
|---|--|
| <p>Marketing, product and customer analysis. This processing forms the basis for marketing, process and system development, including testing. This is to improve our product range and to optimize our customer offering.</p>  | <p>Pursue the legitimate interests of iZettle</p>                                    |
| <p>To comply with applicable laws, such as anti-money laundering and book keeping laws and regulatory capital adequacy requirements and rules issued by our designated banks and relevant card networks. This means that we process personal data for know-your-customer (“KYC”) requirements, to prevent, detect and investigate money laundering, terrorist financing and fraud. We also carry out sanction screening, report to tax authorities, police enforcement authorities, enforcement authorities, supervisory authorities.</p> | <p>Comply with applicable laws and to pursue the legitimate interests of iZettle</p> |
| <p>To administer you order and/or purchase.</p>   | <p>Fulfil our contractual obligations towards you</p>                                |
| <p>To be able to administer participation in competitions and/or events.</p>  | <p>Pursue the legitimate interests of iZettle</p>                                    |

|   |  |
|---|--|
| Risk management obligations such as credit performance and quality, insurance risks and compliance with capital adequacy requirements under applicable law. | Comply with applicable laws and to pursue the legitimate interests of iZettle                    |
| To administer payments carried out by using our services from a Merchant.   | Comply with applicable laws and to pursue the legitimate interests of iZettle                    |
| To communicate with you in relation to our services.  | Fulfil our contractual obligations towards you and to pursue the legitimate interests of iZettle |

Other than End-customer or Merchant

*CEO, board members, beneficial owners and authorised signatories of our customers*

Categories of personal data we process

- Identification information: e.g. identification number, ID or equivalent
- Contact information: e.g. name, address, phone number, email or equivalent
- Information related to legal requirements: e.g. customer due diligence and anti-money laundering requirements.

| <b>HOW DO WE USE IT (PURPOSE OF PROCESSING)</b> | <b>LEGAL BASIS FOR THE PROCESSING (WHY THE DATA PROCESSING IS NECESSARY)</b> |
|---|--|
| To provide our services and products            | Comply with applicable laws and pursue the legitimate interest of iZettle    |

|  |   |
|--|---|
| To confirm your identity and verify your personal and contact details.   | To comply with applicable laws.   |
| To establish, exercise or defend a legal claim or collection procedures.   | Comply with applicable laws and pursue the legitimate interest of iZettle |
| To comply with internal procedures   | Pursue the legitimate interest of iZettle                                 |
| To prevent misuse of iZettle's services as part of our efforts to keep our services safe and secure.   | Pursue the legitimate interest of iZettle                                 |
| To carry out risk analysis, fraud prevention and risk management obligations such as credit performance and quality, insurance risks and to comply with capital adequacy requirements. | Pursue the legitimate interest of iZettle                                 |
| To comply with applicable laws, such as anti-money laundering and book keeping laws and rules issued by our designated banks and relevant card networks.                               | Comply with applicable laws and pursue the legitimate interest of iZettle |

*Representatives of customers*

Categories of personal data we process

- Identification information: e.g. identification number, ID or equivalent
- Contact information: e.g. name, address, phone number, email or equivalent

For existing customers:

- Behavioural and tracking details: e.g. location data, behavioural patterns, personal preferences, IP-number, cookie identifiers, unique identifier of devices you use to access and use the services and our websites

| <b>HOW DO WE USE IT (PURPOSE OF PROCESSING)</b>   | <b>LEGAL BASIS FOR THE PROCESSING (WHY THE DATA PROCESSING IS NECESSARY)</b> |
|---|--|
| To provide our services and products.   | Comply with applicable laws and pursue the legitimate interest of iZettle    |
| To confirm your identity and verify your personal and contact details.  | Comply with applicable laws and pursue the legitimate interest of iZettle    |
| To establish, exercise or defend a legal claim or collection procedures.  | Comply with applicable laws and pursue the legitimate interest of iZettle    |
| To comply with internal procedures.   | Pursue the legitimate interest of iZettle                                    |
| For customer analysis, to administer iZettle’s services, and for internal operations, including troubleshooting, data analysis, testing, research and statistical purposes. | Pursue the legitimate interest of iZettle                                    |
| To ensure that content is presented in the most effective way for you and your device.  | Pursue the legitimate interest of iZettle                                    |

|  |   |
|--|---|
| To prevent misuse of iZettle’s services as part of our efforts to keep our services safe and secure. | Pursue the legitimate interest of iZettle |
| To carry out risk analysis, fraud prevention and risk management.                                    | Pursue the legitimate interest of iZettle |
| To provide you with information, news and marketing about our and similar services.                  | Pursue the legitimate interest of iZettle |

*End-customers*

#### Categories of personal data we process

- Identification information: we do not process any identification information about you.
- Contact information: e.g. your name, phone number, address and email address or equivalent.
- Financial information: we process credit and debit card information such as card number, expiry date and CVV code, card holder name, financial transactions or equivalent, details about what products and/or services you have purchased.
- Information related to legal requirements: e.g. customer due diligence and anti-money laundering requirements, bookkeeping.
- Behavioural and tracking details: e.g. location data, behavioural patterns, IP-number, cookie identifiers, unique identifier of devices you use to access and use the services and our websites

|   |  |
|---|--|
| <b>HOW DO WE USE IT (PURPOSE OF PROCESSING)</b> | <b>LEGAL BASIS FOR THE PROCESSING (WHY THE DATA PROCESSING IS NECESSARY)</b> |
|---|--|

If you are an End-customer we process personal data obtained if you choose to pay by card or by invoice or through the use of any other payment method that iZettle provides from time to time, including alternative payment solutions provided by third parties.

Comply with applicable laws and to pursue the legitimate interest of iZettle

Processing payment. We only process your personal data if you have chosen to pay (i) by card through the use of the iZettle app on the Merchant's smartphone, tablet or other compatible device connected to an iZettle reader, (ii) by invoice and pay such invoice online using a card or any other online payment method made available by us in the relevant jurisdiction, (iii) through a payment link provided by e-mail, text message or similar communication tool, (iv) by card online or any other online payment method made available by us in the relevant jurisdiction in the Merchant's Online Store, (v) through the use of third party payment providers. for the services and/or products provided by any of our Merchants who use iZettle in its physical store or Online Store, as applicable. We process personal data in order to be able to process the payment transaction and carry out a secure transaction, including for the purpose of risk management and the prevention of fraud and other criminal acts. If you choose to pay by invoice, iZettle may process the personal data that you have provided to the Merchant who uses iZettle's Invoicing Service and which the Merchant needs in order to be able to issue, administer and handle the invoice through the use of iZettle's invoicing service, for risk management purposes, including for

Comply with applicable laws and to pursue the legitimate interest of iZettle

|   |   |
|---|---|
| <p>the prevention of fraud and other criminal acts.</p>   |   |
| <p>Manage Online Store provided to our Merchants. We process billing and contact information in the Merchants Online Store for risk management purposes, including for the prevention of fraud and other criminal acts and to provide transaction receipts. We share your billing and contact information with the Merchant holding the relevant Online Store in order for the Merchant to be able to execute and administer your purchase, including for handling potential complaints and disputes.</p> | <p>Comply with applicable laws and to pursue the legitimate interest of iZettle</p> |

Provide receipts. You can choose to have a receipt sent to you via e-mail or text message when you pay for the services and/or products provided by any of our Merchants who uses iZettle in its physical store. If you provide your e-mail address or mobile number to a Merchant who uses iZettle, we will remember your details for the next time you buy something from a Merchant who uses iZettle in its physical store, if you use the same payment card. This is regardless of if you have previously bought something from this Merchant or not. This means that your e-mail address or mobile number will be pre-filled in the receipt view for your convenience the next time you buy something from a Merchant who uses iZettle in its physical store. We will only use your e-mail address or mobile number to send receipts to you. iZettle will not use your contact details for any other purpose, and will not share them with anyone else, without obtaining your written consent first or inform you prior to initiating any processing for new purposes or a purpose that is compatible with the purpose for which we collected the personal data, all in accordance with applicable laws and regulations. iZettle may also processes your e-mail to provide a receipt to you for the services and/or products provided by a Merchant in its Online Store.

To pursue the legitimate interest of iZettle

*Website visitors and individuals telephoning or e-mailing our customer support*

Categories of personal data we process

- Contact information: e.g. name, address, phone number, email or equivalent  
For existing customers visiting our website:

- Behavioural and tracking details: e.g. location data, behavioural patterns, personal preferences, IP-number, cookie identifiers, unique identifier of devices you use to access and use the services and our websites

| <b>HOW DO WE USE IT (PURPOSE OF PROCESSING)</b>                        | <b>LEGAL BASIS FOR THE PROCESSING (WHY THE DATA PROCESSING IS NECESSARY)</b> |
|--|--|
| To confirm your identity and verify your personal and contact details. | Comply with applicable laws and pursue the legitimate interest of iZettle    |
| To provide and market our services and/or products to you.             | Pursue the legitimate interests of iZettle                                   |
| To provide the support you seek from us.                               | Pursue the legitimate interests of iZettle                                   |

## **What Personal Data do we collect from third parties?**

We process personal data obtained from selected third parties such as credit bureaus, fraud detection agencies, other financial institutions and other information providers, and from publicly available sources (such as population registers and registers held by tax authorities, company registration offices, enforcement

authorities etc). Third parties from which we obtain personal data can also be e.g. social networks or similar that you have linked your iZettle account with. In connection with payments we collect information from e.g. banks, payment service providers and others.

Other external resources from which we may collect information are sanctions lists (held by international organisations such as the EU and UN as well as national organisations such as Office of Foreign Asset Control (OFAC), registers held by credit-rating agencies and other commercial information providers providing information on e.g. beneficial owners and politically exposed persons.

## **How will we not use the information about you?**

We will never use your personal data for any other purposes than those listed in this Privacy Policy, unless we collect your written consent or inform you prior to initiating any processing for new purposes or a purpose that is compatible with the purpose for which we collected the personal data, all in accordance with applicable laws and regulations.

What we will not do with your personal data:

We will not share personal data with third parties for them to use for their own marketing purposes without ensuring that there is a lawful ground to do so.

We will not sell your personal data to third parties.

## **What about automated decision making?**

Currently, iZettle does not carry out any such processing that is defined as solely automated decision making, including profiling, under the General Data Protection

Regulation (“GDPR”) that has “legal effects” or otherwise similarly significantly affect you.

## **Want to know more about our policy of sharing data with third parties?**

iZettle Group.

We may share personal information with members of the iZettle Group for the purposes set out in this Privacy Policy.

Merchants.

If you are an End-customer, iZettle may share your data with the Merchant from which you made a purchase. Such personal data is necessary for the Merchant to execute and administer your purchase, including for handling potential complaints and disputes. For the personal data shared with Merchants, the Merchant's data protection policy and personal data handling procedures apply. This means that iZettle may share personal data pertaining to such End-Customers that purchase something from the Merchant in the Online Store.

Third party service providers.

To provide our services we disclose personal data about you which is necessary to identify you and perform an assignment or agreement with companies that we cooperate with in order to perform our services. These services include, but are not limited to, secure identification solutions and credit bureaus in the relevant country and between parties in the financial system such as banks.

We use the following credit bureaus:

- Bisnode [www.bisnode.se](http://www.bisnode.se)
- Schufa [www.schufa.de](http://www.schufa.de)

- Experian [www.experian.nl](http://www.experian.nl)
- Callcredit [www.callcredit.co.uk](http://www.callcredit.co.uk)
- Equifax [www.equifax.co.uk](http://www.equifax.co.uk)
- LexisNexis [www.lexisnexis.co.uk](http://www.lexisnexis.co.uk)
- Creditsafe [www.creditsafe.se](http://www.creditsafe.se)
- UC AB [www.uc.se](http://www.uc.se)

Our designated banks and relevant card networks may also come to process your personal data for their own fraud prevention and risk management. Selected service providers, such as certain credit bureaus, may also come to process your personal data to enhance and develop their own services.

Third parties that are data processors.

Some of the third parties that we share personal data with are data processors. A data processor is such a party that processes personal data on our instructions and on our behalf.

We collaborate with selected suppliers, which include processing of personal data on behalf of us. Examples include suppliers of IT development, maintenance, hosting and support but also suppliers supporting us with marketing.

When we share your personal data with data processors we only share them for purposes compatible with the purposes for which we have collected the data (such as performance of a contract). We always control all data processors and ensure that they can provide adequate guarantees as regards security and confidentiality of personal data. We have written agreements in place with all data processors through which they guarantee the security and confidentiality of personal data that they process on our behalf and limitations as regards third country transfers.

Third parties that are data controllers.

Some of the third parties that we share personal data with are independent data controllers. This means that we are not the ones that dictate how the data that we provide shall be processed. Examples are authorities, credit bureaus, acquirers and

other financial institutions. When your data is shared with independent data controllers their data policies and personal data processing principles apply.

Authorities.

We also disclose personal data to authorities to the extent we are under a statutory obligation to do so. Such authorities include tax authorities, police authorities, enforcement authorities and supervisory authorities in relevant countries. We may also be required to provide competent authorities information about your use of our services, e.g. revenue or tax authorities, as required by law, which may include personal data such as your name, address and information regarding card transactions processed by us on your behalf through your use of our services.

## **What about transfers to a third country?**

If we transfer your personal data to a third country, i.e. a country outside of the European Economic Area (“EEA”) we will comply with all applicable laws in respect of such transfer, including making sure that your personal data is kept secure, and ensure that appropriate safeguards are in place to ensure there is adequate protection, such as entering into contracts in the form approved by the European Commission.

Our preferred basis for transfer is the use of Standard Contractual Clauses. You can access a copy of the relevant EU model-clauses used by us for transfers by browsing to [www.eur-lex.europa.eu](http://www.eur-lex.europa.eu) and searching for 32010D0087.

We transfer your data to service providers in the US and we base such transfer on Standard Contractual Clauses and Privacy Shield. To learn more about Privacy Shield, which is an agreement on protection of personal data between the EU and the US, please read here:

[https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/eu-us-privacy-shield\\_en](https://ec.europa.eu/info/law/law-topic/data-protection/data-transfers-outside-eu/eu-us-privacy-shield_en) or <https://www.privacyshield.gov/welcome>

We also transfer your data to service providers in Australia and we base such processing on Standard Contractual Clauses.

## **Security and Integrity - how do we protect your Personal Data?**

We take security seriously.

We always process personal data in accordance with applicable laws and regulations, and we have implemented appropriate technical and organizational security measures to prevent that your personal data is used for non-legitimate purposes or disclosed to unauthorized third parties and otherwise protected from misuse, loss, alteration or destruction. The technical and organizational measures that we have implemented are designed to ensure a level of security appropriate to the risks that are associated with our data processing activities, in particular accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to your personal data including access control to premises, facilities, systems and data, disclosure control, input control, job control, availability control and segregation control.

iZettle is PCI-DSS Level 1 certified and is therefore required to adhere to all the requirements stated by the PCI Security Standards Council. To get more information about the different requirements of the PCI Security Standards Council please read more here: <https://www.pcisecuritystandards.org>

## **How long do we store your personal data?**

We will not process personal data for a longer period than is necessary for fulfilling the purpose of such processing, as set out in this Privacy Policy. We only retain your

personal data to ensure compliance with our legal and regulatory requirements. Your personal data will be anonymized or deleted once it is no longer relevant for the purposes for which it was collected.

This means that we as an example will only keep your data for as long as necessary for the performance of a contract and as required by applicable laws. If we keep your data for other purposes than those of the performance of a contract, such as anti-money laundering purposes, bookkeeping and regulatory capital adequacy requirements, we keep the data only if necessary and/or mandated by laws and regulations for the respective purpose.

The data retention obligations will differ within the iZettle Group subject to applicable local laws.

See below for examples of the retention periods that we apply:

- Preventing, detecting and investigating money laundering, terrorist financing and fraud: minimum five (5) years after termination of the business connection
- Bookkeeping regulations: seven (7) years
- Details on performance of an agreement: up to ten (10) years after end of customer relationship to defend against possible claims
- Recorded telephone calls to our support: up to ninety (90) days from telephone call to support.

The above is only for explanatory purposes and the retention times may differ from country to country.

## **What say do you have in how we process your data (aka. your rights)?**

We might be the ones in the driver's seat on the processing of your personal data when you use our websites or services. But that doesn't mean that you can't do anything about it. You have rights and they are important to us!

Generally, we believe you have the right to have your data processed only in accordance with your expectations. But you also have rights laid down by applicable law. Below you can read more about your rights, in the order we believe might be most relevant for you.

The rights we believe are most relevant for you

- You have the right to be informed about certain details on the processing of your personal data. We provide this information through this Privacy Policy.
- You have the right to receive a copy of the personal data we process about you. \*\*You can receive this data by reaching out to us. \*\*
- You have the right to correct the personal data we process about you if you see that it is inaccurate.
- You have the right to object to our processing of your personal data.

Please note that there are exceptions to the rights below, so access may be denied, for example where we are legally prevented from making a disclosure.

Your rights in connection to your personal data

Right to be informed

You have the right to be informed about how we process personal data about you. We do this in this Privacy Policy. You may however always contact us if you have any further questions.

Right of access

You have the right to access the personal data that we hold about you. In this respect, you may receive a copy of the personal data that we hold about you. For any further copies, we reserve the right to charge a reasonable fee based on our administrative costs. To exercise this right, please contact us as set out below. Please note that much of the personal data that we process about you is available and visible for you in your iZettle Account.

This right means that you have a right to:

- receive a confirmation about what personal data that we process about you
- get access to your personal data, and
- receive such supplementary information (which corresponds to the information
- that is provided in this Privacy Policy).

Please note that we might have to ask you to provide further information about yourself in order for us to be able to identify you and handle the request in an efficient and secure way. This may mean that we may require you to send in a copy of a valid ID, which we will also require you to sign.

Right to rectification

We ensure that inaccurate or incomplete Personal Data is erased or rectified. You have the right to rectification of inaccurate or incomplete personal data that we hold about you.

Right to erasure of your personal data ("Right to be forgotten")

You have the right to erasure if:

- the personal data is no longer necessary for the purposes it was collected or processed for (and no new lawful purpose exists)
- your particular situation gives you the right to object to processing on grounds of legitimate interest (see more below) and there is no justified reason for continuing the processing;
- the lawful basis for the processing is your consent, and you withdraw your consent, and no other lawful grounds exist,
- processing the personal data has been unlawful, or
- there is a legal obligation for us to erase the data.

Please note that due the fact that we provide such financial services which are subject to a license, we are in many cases obliged to retain personal data on you during your customer relationship, and even after that, e.g. to comply with a statutory obligation or where processing is carried out to manage legal claims. This means

that we will keep any KYC data that we have about you during such time period as we are required according applicable anti-money laundering regulations.

#### Right to restrict the processing of your personal data

You have the right to request us to restrict the processing of your data (meaning that the personal data may only be held by us and may only be used for limited purposes) if:

- the personal data we have about you is inaccurate,
- the processing is unlawful and you ask us to restrict the use of the personal data instead of erasing it,
- we no longer need the personal data for the purposes of the processing, unless we still need it for the establishment, exercise or defence of legal claims, or
- you have objected to the processing claiming that the legal basis of legitimate interest is invalid and are waiting for the verification of this claim.

#### Right to object to the processing of your personal data

Where our lawful basis for processing your data is our legitimate interests, you have the right to object to the processing of your data if:

- you can show that your interests, rights and freedoms regarding the personal data outweigh our interest to process your personal data, or
- we process your personal data for direct marketing purposes, including but not limited to profiling.

This means that we will cease such processing unless we:

- demonstrate compelling legitimate grounds for the processing which override your interests, rights and freedoms, or
- require the personal data in order to establish, exercise or defend legal rights.

If you choose to object to our further processing of your personal data as described in this Privacy Policy, please note that we may no longer be able to provide you with the services you have requested and may therefore terminate relevant agreements with you, see relevant terms and conditions for more information. In addition, we may continue to process your personal data for other legitimate purposes, such as to fulfil

an agreement with you, to protect our interests in connection with legal proceedings and to fulfil our legal obligations.

If you have received marketing from us, you may at any time object to the marketing by contacting us at [dataprotection@izettle.com](mailto:dataprotection@izettle.com) or opt out by following the instructions in the marketing material.

### Right to data portability

You have the right to data portability:

- for personal data that you provided to us, and
- if the legal basis for the processing of the personal data is the fulfilment of contract or consent.

We will send a copy of your data in a commonly used and machine-readable format to you or a person/organization appointed by you, where technically feasible and where the exercise by you of this right does not adversely affect the rights and freedoms of others.

## **How do you exercise your rights and how can you contact us or the data protection authority?**

Send us an email at [dataprotection@izettle.com](mailto:dataprotection@izettle.com) and we'll do our best to figure it out together.

You can also always contact us by sending a letter to iZettle AB, Attn: Privacy Function, Regeringsgatan 59, 111 56 Stockholm, Sweden.

If you are unhappy with our processing of your personal data you may lodge a complaint with or contact the Swedish data protection authority (Sw.

Datainspektionen), at [datainspektionen@datainspektionen.se](mailto:datainspektionen@datainspektionen.se) or Box 8114, 104 20

Stockholm, Sweden, phone no +46 08-657 61 00 or the Information Commissioner's Office ("ICO") at 0303 123 1113 (local rate) or 01625 545 745 (if you prefer to use a national rate number) or send a letter to Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, United Kingdom or send an e-mail to ICO by following this link: <https://ico.org.uk/global/contact-us/email/>.

You may also seek a remedy through local courts if you believe your rights have been breached.

## **What about cookies?**

Cookies are text files placed on your computer to collect standard internet log information and visitor use of the website and to compile statistical reports on website activities. You may set your browser not to accept cookies. However, in a few cases some of our website features may not function as a result.

Our website thus uses cookies to distinguish you from other users of our website. This helps us to provide you with a good experience when you browse our website and also allows us to improve our website. For detailed information on the cookies we use and the purposes for which we use them see our [Cookie policy](#).

## **What about other third-party websites and services?**

Our websites and services may from time to time contain links to third party websites that are not controlled by us. If you visit such websites or use such services, please be aware that this Privacy Policy does not apply for such third parties' processing, and we encourage you to carefully review how such third parties process personal data before using their websites or services.

## **How may we change this Privacy Policy?**

We are constantly working on improving and developing our services, products and websites, so we may change this Privacy Policy from time to time. We will not diminish your rights under this Privacy Policy or under applicable data protection laws in the jurisdictions in which we operate. If the changes are significant, we will provide a more prominent notice, when we are required to do so by applicable law. Please review this Privacy Policy from time to time to stay updated on any changes.