

Technical Training

Data Privacy Policy

Alimak Group is a global market leader in vertical access solutions with customers mainly in industry and construction. We always strive to build strong and trustworthy relations with all parties with which we do business. Therefore, it is essential for us to manage your personal data with your integrity in focus.

Personal data is all kind of information that can be used to identify you as a natural person. Our Privacy Policy describes why and how we manage your personal data as well as how you can exercise your rights. Please read this policy by clicking [here](#).

Personal Data We Collect and Process in the Learning Store is designed to enable customers and persons responsible for training departments to verify current and valid training records of Participants/Technicians. All participant records belong to the company that the participant is currently employed at.

In this privacy notice, we describe the processing, including the use and disclosure of your personal data relating to your registration in the Learning Store database (<https://learningstore.alimakgroup.com/>) as a Participant user and a Business account on our website <https://learningstore.alimakgroup.com>.

Our general policy for collected data is to store only necessary data and share only what is necessary to ensure efficient operations of Alimak Group Technical Training.

The personal data we collect, and the process can be categorized as follows:

Participant users' personal data in Learning Store

When you engage with Alimak Group Technical Training via various channels, including our websites, apps and service support, we collect and process your data.

In order to get you registered in the Learning Store database, we collect and process the following personal data:

- Your e-mail address
- Your full name as written in your passport
- Your employee number or date of birth
- Your Training ID, which is generated upon registration
- Your purchase information, such as your details as specified above, company name (if provided), physical address, your order information (such as course name and date of purchase).
- We also capture your training sessions to be able to assist you if you experience anything out of the normal

Business accounts' personal data in Learning Store

When you engage with Alimak Group Technical Training on behalf of your organisation via various channels, including our websites, apps and service support, we collect and process your data.

Technical Training

Data Privacy Policy

In order to get you registered in the Learning Store database, we collect and process the following personal data:

- Your job title
- Your full name as written in your passport
- Your e-mail address
- Your work phone number
- The name of the organisation that employs you
- The address of your employer
- The CVR/VAT number of the organisation

Organisations are being registered in the Learning Store database by a representative of the Alimak Group or directly be a representative of the organization itself. After registration they are provided with unique Log in details. A representative of the organization could be using these Log in details to review data regarding its own employees' participation in training programs, certificate data and expiration of certificates.

Your e-mail address is never shared with anyone outside of the Alimak Group. Your e-mail address is used for purposes of notifying you of changes to your profile, password retrieval or safety related information from Learning Store.

Purpose of collecting data

Learning Store will collect and process your personal data for the following purposes:

- For registration purposes in our Learning Store database learningstore.alimakgroup.com
- In Learning Store, your e-mail address is registered for notification purposes concerning expiration of any of your certificates as well as receiving of certificates, providing access to e-learning courses.
- Your name and employee number or date of birth is registered for the purpose of issuing unique certificates to you (in special cases).
- Regarding registration of Business accounts, your email-address is also registered, so we can request further information from you and send you certificates.
- Audit purposes or defense of legal claims.
- In aggregate and anonymized form, to produce statistics and analysis for Alimak Group's internal use.

Your legitimate interests are reasonably protected as we aggregate and anonymize all personal data to the furthest extent possible.

How We Use Your Personal Data

We only collect and process personal data, if at least one of the below-mentioned purposes applies:

- We use your data for registration purposes, reminders, contact details, issue of training certificate
- When we handle purchase orders on training
- When we provide you with relevant online training

Technical Training

Data Privacy Policy

- We provide you with customer service, handle your requests or complaints and provide you with online support
- We conduct analytics and statistics on use type, date and frequency of online training
- We collect your feedback regarding your training experience

Accordingly, some of your data is collected and processed for us to fulfill our contractual obligations to you, for instance, when you purchase our courses or contact our service support. Should you choose not to provide us with the requested and necessary personal data in this regard, we might not be able to satisfy your request.

Disclosure of personal data to third parties

Alimak Group only share your name, certificate and valid training history with a representative from your own company.

Except for what is stated above, Alimak Group does not share your personal data with any third party or with companies, organisations and individuals outside Alimak Group, unless you consent to such disclosure or it is required by law, regulators, public authorities (in particular supervisory authorities), relevant accredited organisations or court orders or unless necessary as part of the establishment, exercise or defense of legal claims, e.g. towards legal representation.

Data processors

As a general principle, your data is stored and processed within the European Economic Area (EEA). We use an external company as a data processor, and we have entered into Contract Agreement with them. They provide us with secure servers located within EEA.

In case of transfer of your data to any third countries, as defined in General Data Protection Regulation (GDPR), valid law and regulations concerning such transfers are observed, and relevant legal and security safeguards are ensured before such transfer.

Deletion of User accounts

We keep your information for as long as it is necessary for the purposes for which it is collected. How long we retain the information depends on the purposes for which we collect and use it. Certificates and all information associated with your certificates are carefully stored in case it needs to be retrieved in order to proof your qualification.

Relevant personal information will be deleted after expiry of the above-mentioned periods unless such data legitimately can be kept and processed for other processing purposes, for which we have a legal basis.

When you no longer have any valid certificate with us and there is nothing in the old data that enables you to take a shortcut or have access to courses that a fresh starter would get, your log in is automatically deleted.

You have the right to contact us and request a deletion of your personal data, but you should be aware that in case of deleting your data, certificates will be invalidated and will no longer serve as a proof of your qualifications.

Technical Training

Data Privacy Policy

Responsible for Processing

Alimak Group AB (publ) is data controller and is responsible for the processing of your data.

Att: Global Data Protection Manager

Brunkebergs torg 5

111 51 Stockholm

Sweden

Your rights

As a data subject under the applicable national / EU data protection law, you are entitled to:

- request access to the personal data
- request information about your personal data and the purposes and potential recipients of this data
- have personal data rectified
- object to the processing of your personal data as well as the right to data portability

You also have the right to lodge a complaint with your national data protection authority or other public authorities governing the protection of your personal data.

Questions or objections must be addressed to: privacy@alimakgroup.com
