

Privacy policy for services

Tribia AS (hereinafter 'Tribia') attaches importance to privacy for its online subscription service Interaxo and eRoom (hereinafter the 'Services'). In these terms and conditions, we describe the kind of information that is registered about the user of our Service and how Tribia can use this information. If Tribia has not entered a written agreement with the customer that clearly replaces these terms and conditions, these privacy terms and conditions will apply as long as you use the Service.

Personal identifiable information (or personal information) is any information that can identify you personally or be linked to you personally (e.g. name, address, telephone number, etc.). Tribia will only use personal information as described in this privacy policy. Tribia will not share personal information with any third party without your prior consent.

1. WHAT PERSONAL DATA DOES TRIBIA COLLECT VIA THE SERVICES

In the Service, every user of the system is linked to a personal user profile. To be allowed to create a user profile, you must register the following compulsory personal data:

- First name
- Surname
- Email

The registered email address that is linked to a user is the unique username of that member and is used to log in to the system together with a password set by the user. Without this username and password, the member will not, under any circumstances, have access to and be able to log in to or get information from the system.

2. VOLUNTARY PERSONAL DATA

Every user can register the following voluntary data in his or her own user profile:

- Picture
- Title
- Company
- Telephone
- Mobile

All the data mentioned above is available as information for all users of the Service within each specific customer area.

3. COMPLIMENTARY USER INFORMATION FOR SUPPORT PURPOSES

- IP Address
- Computer Name

4. UPDATING USER INFORMATION

Personal data is information that the user himself or herself can access and update at any time in the future as long as the user has access to the Service. The customer's administrator(s) also have access to and can update the data in the future.

5. DELETING USER INFORMATION

A user's profile can be deleted from a project area or deactivated from a customer area by the customer's administrator(s). In order to be able to document who has done what at any time to comply with the current laws or an enquiry from a public authority or other legal process, all logs linked to the user of the Service will exist regardless of whether the user profile has been deactivated.

6. WHAT DOES TRIBIA USE THE INFORMATION FOR

IN THE SERVICE:

The first name and surname are compulsory data that we as data processors have set as a minimum requirement to:

- Identify real persons to members of an interactive solution across projects, and customers within a specified customer area
- Identify real persons when requesting support services from the data processor in order to deliver a support service within the requirements that have been defined
- Allow the Service to automatically send out information related to the content in your project area

The first name and surname can be edited by the user himself or herself in the future. The customer's administrator(s) (Area administrator) can also edit this data in the future. All the personal data mentioned above is available as information to all the users of the Services within each specific area (Community).

7. FEEDBACK FROM THE USER VIA THE SERVICE

In connection with feedback from the user directly from the Service, we store the user's first name, surname and email address in an external service.

This is to allow us to follow up and give feedback directly to the end-user on the proposed improvements that are submitted.

The user cannot edit his or her data himself or herself in this external service. This is retrieved automatically from the Service. User information that is collected for this purpose can be deactivated or deleted on request to our support service.

8. SUPPORT REQUESTS FROM THE USER VIA THE SERVICE

From the Service, it is also possible to lodge requests with our support department. In connection to this, we store the first name, surname and email address in an external service.

This is to allow us to follow up support matters and give direct feedback to the end-user on the support matters that the end-user has reported.

The user cannot edit his or her data himself or herself in this external service. This is retrieved automatically from the Service. User information that is collected for this purpose can be deactivated or deleted on request to our support service.

9. INFORMATION TO THE USER VIA EMAIL:

- System-critical information directly related to the Service, such as downtime, critical faults, etc., is sent if required.
- Newsletters concerning the Services and our other products, services, courses, seminars and other relevant information that can be linked indirectly to your relationship with Tribia. Such information is sent out approximately every 6 weeks.
- User surveys that are sent out 1-2 times per year.

When sending out information, Tribia uses its own solution in which email addresses from every individual user profile in the Services are stored. Each individual user can choose to deregister from one or more of these categories via a link in the email message. The user can also contact Tribia to request that the user information is permanently deleted from the mailing register.

10. CONTENT

All information that you as a user of the Service registers in the Service will be called 'content' regardless of whether the information is personally identifiable. Our policy on the use of such content is described below. This privacy policy does not prevent Tribia from submitting information, as described above, to the extent required by the terms of the agreement or to comply with current laws or an enquiry by a public authority or another legal process (hereinafter referred to collectively as 'Legal process').

Persons who store and offer the use of a project area can place information in the project area (documents, files or other data) hereinafter called 'content'. Tribia shall in no way go in to the project area or see any of the content except if necessary, to solve technical

problems, support enquiries or load content from one project area to other areas in connection with the end of a project area, or to comply with a Legal process. In each case in which Tribia accesses content, Tribia shall have pre-approval for this from the owner of the project area or immediately inform the owner that the content has been accessed. All the staff at Tribia have signed a declaration of secrecy, and Tribia will treat the content as confidential information unless otherwise required by a Legal process.

11. USE OF A PROJECT AREA

Tribia may collect information concerning access to/usage frequency of a project area. We will use this information for security reasons and to identify project areas that have been abandoned or to decide if services related to the project area may be of use to you.

12. PARTNERS AND OTHER WEBSITES

This privacy policy applies to the Services and does not cover other links on our website.

13. IP ADDRESS

Your PC generates a unique identity (IP address) that is communicated to a website when you communicate with the webpage. We use your IP address to diagnose problems with/administer our website, and to give you technical help with your project area.

14. COOKIES

A 'cookie' is a piece of data that a website can send to your web browser and that your web browser can store on your PC. Your web browser will then return cookie information to the domain from which the cookie came. You can set your web browser to inform you about accepting cookies, which gives you the option to decide whether to accept them. We use cookies to manage the login process by storing your username and to remember personal settings such as sorting, grouping, columns and language.

15. SECURITY

To protect the personal information you have given us, we have implemented trade standards in data security and data content including the use of SSL encryption, Virtual Private Networks, firewalls, backup, passwords and audits. However, you acknowledge that the security system is not faultless and impenetrable to hackers, and that Tribia does not give any guarantees that this cannot happen. [See our webpages and security policy for more details of our high security barriers for the Service.](#)

16. INTERFACES TO OTHER SYSTEMS

If the Service has interfaces to other systems, as a result of assignments for the Customer, the Supplier will have the same responsibility as mentioned in this agreement up to the integration point to another system outside the Supplier's control.

It is specified that the initiative for retrieving data from the Service to other integration points must be from the Customer.

17. CHANGES TO THE PRIVACY POLICY

Tribia may change the privacy policy from time to time by storing updates in this place, and we will notify all major changes to registered members of the project area when logging in. If we extend the ways we use your personal information, we will give a minimum of 30 days' advance.

18. CONTACT

If you have any questions about the privacy policy or anything else, please contact:

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