

Data Privacy Notice

Version 1.0 | 05.07.2024 | Public

IDnow Trust Services AB is committed to processing personal data in accordance with EU Regulation 2016/679, known as the General Data Protection Regulation (GDPR). This statement provides detailed information as required by Articles 13 and 14 of the GDPR regarding the roles and data management practices concerning personal data associated with the agreements and service provisions of IDnow Trust Services AB, Sweden.

Data Protection Officer (DPO): Dr. Sebastian Kraska, IITR Datenschutz GmbH

In case of questions about this privacy policy, please contact our support by e-mail or use our contact form on <http://www.trust-services.io>.

Data Categories:

IDnow Trust Services AB handles general, personal, and sensitive data categories in accordance with regulatory requirements.

Purposes of Data Processing:

The processing of personal data gathered directly from individuals or via both paper and electronic forms on our websites is primarily for fulfilling contractual obligations. The data supports activities such as the provision of services, including issuing qualified electronic certificates, as well as for operational uses such as remote identification for service delivery without the data subject's physical presence. Additionally, this data facilitates administrative, and accounting tasks associated with service contracts.

Requirement for Providing Data:

Supplying personal data is obligatory for both the execution of contracts and the provision of requested services, particularly when utilizing remote identification technologies.

Conditions and Access to Data Processing:

In line with Article 6(1)(a), (b), and (f) of the GDPR, IDnow Trust Services AB processes personal data based on legitimate interests that relate directly to our business operations and the need to manage contractual or pre-contractual requests from the data subject. Data recorded on paper contracts are processed both manually and electronically, with certain data possibly being aggregated for statistical purposes or service quality assessments, always excluding personal identifiers. Electronic data entered through online forms are managed through digital platforms and information systems. Access to this data is strictly controlled and limited to trained personnel operating under direct instructions from the data controller.

Data Disclosure and Communication:

Data concerning contractual and service-related activities may be shared with external consultants for financial and administrative purposes or with legal advisors for managing disputes. Furthermore, this data may be disclosed to law enforcement or judicial bodies if required for the investigation or prosecution of criminal actions by users of our services.

Data Retention and Deletion Policy:

IDnow Trust Services AB retains personal data only for the duration necessary to fulfil the specific purposes for which it was collected. Data linked to certificates will be kept for the length of the contractual relationship and for an additional 16 years from the last certificate activity. Data required solely for financial and tax purposes, no longer needed for operational reasons, will be retained for 10 years in compliance with legal obligations. Logs pertaining to certificate services are maintained for six months to accurately monitor service transactions.

Rights of Data Subjects:

Individuals have various rights under the GDPR, including the rights to access, rectify, delete, or restrict processing of their data, to be informed about data actions, to transfer their data, to object to processing, and to not be subjected to automated decision-making including profiling. The implementation of these rights must adhere to legal requirements, particularly regarding data retention obligations essential for our services.

Requests to exercise these rights should be made in writing to:



IDnow Trust Services AB, Box 16285, 103 25 Stockholm, Sweden

Email: support@trust-services.io

Data subjects also have the right to lodge complaints with the National Supervisory Authority for Personal Data Processing regarding data handling practices.

IDnow Trust Services AB

Box 16285
103 25 Stockholm
Sweden

info@trust-services.io

www.trust-services.io