Quinyx Privacy Statement

1. About this Privacy Statement

This Privacy Statement explains how we, Quinyx AB (reg. no. 556704-4580), Vattugatan 17, 111 52 Stockholm, Sweden, process personal data in the capacity of data controller. Where another company in the Quinyx group is your contracting party or organises an event you attend, that company may also be a controller for the related processing. You can contact us about privacy matters at privacy@quinyx.com. You can also contact our Data Protection Officer at dpo@quinyx.com, or write to the postal address above, marked "Data Protection".

In this Privacy Statement, “data protection law” means the EU General Data Protection Regulation (GDPR) and, where it applies, the UK GDPR and the UK Data Protection Act 2018.

For personal data that we process on behalf of our customers, we have entered into a separate data processing agreement with the customer. If you are an employee of one of our customers and have questions about that data and processing, please contact your employer. We process such personal data as a processor under Article 28 GDPR, and the customer is the controller. This includes support requests concerning data held in the customer’s account. Where we receive a request from a data subject concerning such data, we refer it to the customer concerned.

This Privacy Statement applies to the extent you:

- register for or attend our events, webinars or office visits
- apply for a job with us
- are a contact person at one of our partners or suppliers
- take part in our user research, interviews or customer feedback activities
- are a lead, prospect or contact person at a company we are in contact with
- visit or interact with our websites or online services, including quinyx.com
- request access to documents in our Trust Center (trust.quinyx.com)
- are a contact person or administrator at one of our customers
- follow or interact with our pages on social media
- otherwise use or interact with our services and systems

Apart from data about how our services and systems are used (see section 2), this Privacy Statement does not cover personal data that our customers process in our cloud-based workforce management software and associated applications made available to our customers (the Quinyx Service), such as data about their employees for workforce management purposes.

2. Personal data we process and why

The table below shows, for each type of relationship, what personal data we process, where we get it, what we use it for and our legal basis.

Who you are	Personal data	Where we get it	What we use it for	Legal basis
Website visitor	IP address, device and browser data, pages visited, referring site, approximate location, cookie identifiers, information you enter in forms	You, cookies and similar technologies (see section 9)	Operate and secure the website; understand how the website is used; respond to form submissions; show relevant content and ads	Legitimate interests; consent for non-essential cookies and targeted advertising
Lead or prospect	Name, job title, employer, business contact details, interests, communications and meeting notes, interactions with our emails and website	You, your employer, our partners, publicly available sources such as company websites and professional networks, business data providers	Contact you about our services; manage the relationship in our CRM; prepare and follow up meetings; analyse and prioritise sales opportunities; send marketing	Legitimate interests; consent where required by law
Event participant	Name, job title, employer, contact details, registration and attendance details, dietary preferences, photos and video from the event	You, your employer, event partners	Organise and follow up events and visits; share event material; marketing	Legitimate interests; consent where required (for example certain photos and electronic marketing)
Job applicant	Name, CV details, job title, employer, contact details, photos and other related information you share with us	You, reference contacts, social media profiles	Assessing your application	Legitimate interests
Partner or supplier contact	Name, job title, employer,	You, your employer	Manage the business	Legitimate interests; legal

Who you are	Personal data	Where we get it	What we use it for	Legal basis
	business contact details, communications, contract details		relationship and contract; pay and invoice	obligation (accounting)
Customer contact person	Name, job title, employer, business contact details, communications, meeting notes and call recordings, contract and invoicing details	You, your employer	Manage the customer relationship and the contract with your employer; provide support; invoice; send service and marketing communications	Legitimate interests; legal obligation (accounting)
Customer administrator	Name, business contact details, username, login and security data, support requests	You, your employer	Create and manage your administrator account; authenticate you and keep the account secure; send service-related messages; provide support	Legitimate interests
Person interacting with our services or systems	User and account identifiers, how you use our services, apps, portals and integrations (log-ins, pages and features used, clicks), device and browser data, technical logs	Your use of our services and systems, your employer	Operate, secure, analyse and improve our services; develop new products and features; create aggregated or anonymised statistics and benchmarks	Legitimate interests; consent where required
User research participant	Name, contact details, role, answers, feedback, recordings of interviews and sessions	You, your employer	Run user research and feedback sessions; improve our products and services; contact you about future research	Consent for recordings and future contact; otherwise legitimate interests

Who you are	Personal data	Where we get it	What we use it for	Legal basis
Social media follower	Your public profile, interactions with our pages and posts, page statistics	You, the social media platform	Run our pages, respond to you and understand how our content performs	Legitimate interests
Office Visitor	Name, organisation, host, date and time of visit	You	Register visitors, notify your host and maintain the security of our premise	Legitimate interests

For all relationships, we may also process personal data to comply with law, respond to lawful requests from authorities, establish, exercise or defend legal claims, prevent fraud and misuse, keep our systems secure, and in connection with a reorganisation, merger or sale of our business. Our legal basis is legal obligation or legitimate interests. We only share statistics derived from data about how our services and systems are used in a form that does not identify you or the company you work for.

When you sign agreements or other documents with us electronically, we process your name, email address, the time of signing, IP address and other technical data generated by the signing process, and, where you use an electronic ID, your national identity number for secure identification. We use this data to enter into and document the agreement, and to verify the signature if needed. Our legal basis is legitimate interests or, where you are a party to the agreement yourself, performance of the contract.

We ask you to refrain from sending us sensitive personal data, such as information about health, political opinions, religion or ethnic origin, or national identity numbers. This does not apply to national identity numbers collected through electronic identification as described above, or to dietary preferences you choose to share for events.

3. Our legitimate interests and your right to object

Where we rely on legitimate interests, we have assessed that our interests are not overridden by your interests and rights. Our legitimate interests are:

- developing and maintaining business relationships with the companies you work for, including selling and marketing our services to them
- managing our agreements with customers, partners and suppliers, and providing support
- organising events and sharing knowledge about workforce management
- understanding how our websites, communications and events are used, so that we can improve them
- improving our products and services based on feedback and research

- running our business efficiently, including by using tools that automate and support our work
- recording, transcribing and summarising business calls and correspondence for accurate follow-up
- keeping our systems and information secure and preventing fraud and misuse
- complying with our obligations and establishing, exercising or defending legal claims

You have the right to object at any time to processing based on our legitimate interests, on grounds relating to your particular situation. We will then stop the processing unless we have compelling legitimate grounds that override your interests, or need the data for legal claims.

You can always object to direct marketing, including profiling for direct marketing purposes. We will then stop using your personal data for that purpose. Use the unsubscribe link in our emails or contact us at privacy@quinyx.com.

4. Tools, automation and AI

We use software tools to manage our customer relationships, communications, meetings, marketing, events, research and internal work. Some of these tools use artificial intelligence. We use them, for example, to:

- record, transcribe and summarise sales and customer calls and meetings, when you have been informed of the recording
- summarise and organise information in our CRM systems and correspondence
- help us prepare for meetings and draft communications
- analyse interest in our services and prioritise sales opportunities
- analyse feedback and user research

We only use AI tools that have passed our internal security and data protection assessment. We do not make decisions about you based solely on automated processing that have legal or similarly significant effects on you. Our employees remain responsible for the decisions we make about our business relationships.

5. Who we share personal data with

We share personal data with the following categories of recipients, and only to the extent reasonably required for the purposes described above.

- Quinyx group companies, for sales, customer management, support, events and internal administration
- professional advisers, such as lawyers, auditors, banks and insurers
- authorities, courts and other parties, where required by law or needed to establish, exercise or defend legal claims
- IT and software service providers, such as providers of CRM, marketing automation, email, collaboration, cloud hosting and storage, call recording, analytics, event management, user research and AI-based productivity tools, e-signing, recruitment

and visitor management services
- resellers and partners we work with to offer our services, where you have been in contact with them or they with us about our services
- advertising and social media platforms, where you have consented to the use of cookies for advertising
- event sponsors and co-organisers
- a buyer, investor or other party in connection with a merger, acquisition, financing or sale of all or part of our business, subject to confidentiality

6. International transfers

We primarily process personal data within the EU/EEA. Some of our group companies and other relevant third parties we partner with are located in, or may access data from, countries outside the EU/EEA, such as the United Kingdom, the United States and Australia. Whenever we transfer personal data outside the EU/EEA, we ensure it is protected by a European Commission adequacy decision, appropriate safeguards such as the European Commission's Standard Contractual Clauses (SCCs), or, in exceptional cases, a statutory derogation under Article 49 of the GDPR (such as your explicit consent). Where UK data protection law applies to a transfer from the United Kingdom, we rely on the equivalent UK mechanisms.

7. How long we keep personal data

We keep personal data only as long as needed for the purpose it was collected for. In general, the below apply. When the period below has ended, we delete or anonymise the data.

Personal data	**How long we keep it**
Leads and prospects	Until we have had no interaction with you for a period after which we consider the business opportunity no longer relevant, normally no longer than 36 months.
User research participants	For as long as needed to analyse the research. Contact details for future research until you withdraw your consent
Supplier, customer and partner contact persons	While you are our contact person and the agreement with your employer is in force, and for a limited period afterwards to handle follow-up questions, invoicing and claims
Administrator accounts	While the account is active, and up to 3 months after it is closed.
Job applicants	Until the recruitment process has ended, and for a period afterwards to handle any legal claims. If you agree to be considered for future positions, until you withdraw your consent.

Personal data	How long we keep it
Usage and technical data from our services and systems	For as long as needed to operate, secure and improve our services.
Call and meeting recordings and transcripts	For as long as needed to follow up the meeting and the business relationship it relates to
Event participants	For as long as needed to follow up the event. Photos and video used in published material are kept for as long as the material is in use.
Website and cookie data	As set out in our Cookie Policy
Accounting records	Seven years after the end of the calendar year in which the financial year ended, as required by Swedish accounting law

We may keep data longer where needed to comply with law or to establish, exercise or defend legal claims. If you object to direct marketing, we keep the minimum data needed to respect your choice.

8. Your rights

Under data protection law you have the right to:

- access your personal data and receive information about how we process it, including the recipients of your data
- have inaccurate personal data corrected
- have your personal data deleted
- restrict our processing of your personal data
- receive personal data you have provided to us in a machine-readable format and have it transferred to another controller, where the processing is based on consent or contract and carried out by automated means
- object to processing based on our legitimate interests and to direct marketing
- withdraw your consent at any time, where we rely on consent, without affecting processing before the withdrawal

These rights are subject to conditions and exceptions under applicable law. To exercise them, contact us at privacy@quinyx.com. We may ask you to confirm your identity. We will respond within one month, or tell you if we need more time.

You have the right to lodge a complaint with a supervisory authority. In Sweden this is the Swedish Authority for Privacy Protection (IMY), www.imy.se. You may also complain to the authority in the country where you live or work, or where you believe an infringement has taken place. We would appreciate the chance to address your concerns first.

9. Other information

Cookies

Our websites use cookies and similar technologies. We use non-essential cookies, including for analytics and targeted advertising, only with your consent, which you can withdraw at any time through the cookie settings on the website. You can read more about this in our Cookie Policy.

Social media pages

When you visit our pages on social media platforms such as LinkedIn, Facebook, Instagram, YouTube and X, the platform processes your personal data under its own privacy policy. For page statistics (insights), we and the platform provider are joint controllers. The platform provider is responsible for informing you and for handling your rights requests regarding that processing, and you can also contact us.

Security

We use technical and organisational measures to protect personal data against loss, misuse and unauthorised access, including access controls, encryption and confidentiality obligations for our staff and service providers. Further information is available in our Trust Center at trust.quinyx.com.

Children

Our services and websites are aimed at businesses. We do not knowingly collect personal data from children under 16.

Changes to this Privacy Statement

We may update this Privacy Statement, for example when we change how we process personal data or when the law changes. The current version is always available on our website. If we make significant changes, we will inform you in an appropriate way, such as by email or on our website.

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