

Privacy Policy

This Privacy Policy is valid from June 24, 2021 and applies to Raskenlund website located at <https://www.raskenlund.com> and Raskenlund's engagements with its clients.

In accordance with the provisions of Regulation (EU) No. 2016/679 on the protection of individuals with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC - General Data Protection Regulation, we bring you the following aspects regarding the processing of your personal data:

Terms and definitions used in this Privacy Policy

GDPR	EU Regulation 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC.
Personal data	Any information relating to an identified or identifiable natural person; an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.
Consent	Freely given, specific, informed and unambiguous indication of the data subject's wishes by which data subject, by a statement or by a clear affirmative action, signifies agreement to the processing of personal data relating to the data subject.
Data subject	An identified or identifiable natural person whose personal data is processed.
Processing	Any operation or set of operations which is performed on personal data or on sets of personal data, whether or not by automated means, such as collection, structuring, storage, adaptation or alteration, retrieval, recording, organization, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction.



1. Who we are

Raskenlund is providing consultancy and system integration for the streaming media industry. All related data processing activities are carried out by Raskenlund AS, the company registered and functioning under Norwegian law, with headquarters in Bjønnveien 23, 3962 STATHELLE Norway, for all operations related to Raskenlund's activities. References to "Raskenlund", "we" and "our" throughout this Privacy Policy collectively refer to the aforementioned legal entity.

2. What Personal Data we may process

If you send us notification through "Contact" section of our website	We may process your first name, last name, name of the company you represent (if any), e-mail address, phone number, and information provided by you in "Question".
If you subscribe our newsletter to get notified about Webinars, Streaming Insights, Case Studies and/or video industry news into your mailbox	We may process the email address provided by you to send relevant materials.
If you visit and/or use our website	<p>Certain information may be collected automatically, such as the Internet protocol (IP) address of your computer, name of the domain and host from which you access the Internet, the browser software and operating system of your computer, and the Internet address of the website from which you linked directly to our website.</p> <p>We may also collect information via cookies and similar technologies when you visit our website.</p>
If you want to join Raskenlund team	We may collect CV data submitted by you or any other data that you submit in the recruitment process.
If you contact us via phone or we have audio or video call communication with you	We may process your voice, video and the information provided during the entire phone call.

If you contact us via our email	We may process your email address and any data that you submit while communicating.
If you are our client/customer	We may also collect data for the purpose of order/agreement processing, pricing, and other information related to your order/agreement history.

For specific activities, services or software, we may collect other types of information and use such information for different purposes than described in this Privacy Policy. We inform you about this when you apply for the specific service, engage in specific engagement with us or use the specific software.

3. Source of Personal Data we process

Generally, the personal data we process is obtained directly from you. However, there are situations in which we may also be in possession of your personal data through other legitimate means, such as executing an agreement to which you are not a party:

- If you are designated as an authorized person or business contact for our partners;
- If we provide you with our services;
- If you are our employee;
- If you allow recruitment platforms to share your CV or resume with us;
- We provide certain services in cooperation with other companies. These companies share your personal data with us if necessary for services provided to you. We may also share your personal information with these companies;
- When you use our website, we collect information via cookies and similar technologies.
- Depending on your social network settings, we may receive information from your social network. For example, when you follow us via social media platforms, such as LinkedIn and Facebook, we can receive personal data from these social media platforms related to your profile.

4. For how long we keep your Personal Data

We keep your personal data for the period necessary for the specific purpose listed below or in so far as such is necessary for compliance with statutory obligations and for solving any disputes. We will delete your personal information as soon as it is no longer needed for the specific purpose.

We are required to retain business and commercial documentation and other tax-relevant documents in order to fulfill our commercial and tax law archiving obligations. Retention periods are determined by applicable laws.

5. Purposes of the Processing

Your personal data are processed by us for legitimate purposes, according to the legal regulations in force, as follows:

- To conclude and execute contracts with our partners;
- To process, confirm and fulfil your request, including confirming payment, and updating you on the status of your request/order/agreement;
- For customer/client support and general assistance;
- To manage communications systems and IT systems, conducting audit reports, managing database security and all IT systems;
- To draft tax and financial documents and collect payment amounts from individuals, including recovering debits and invoices issued by partners;
- To issue product/service invoices, return invoices and payment orders;
- To read and answer your messages and to resolve complaints received from you through the “Contact” section of our website, social media or via our email;
- Conducting recruitment/selection activities for filling vacancies and managing recruitment/contest files during the various stages of the procedure;
- Developing campaigns for customers/clients or potential customers/clients through an email newsletter or SMS for direct marketing purposes;
- Streamlining the services made available to the clients and constantly improving the quality of the services offered, in particular through the recording of calls or web services and products by inviting you to complete our surveys;
- Representation of Raskenlund in courts and before public authorities;

- Performing statistical research into general trends regarding the use of this website and the behavior of the website's visitors to improve our website;
- For record keeping and to comply with statutory obligations, we collect, store and use your data for internal business purposes, such as record keeping and to comply with our legal and fiscal obligations.

6. Legal Basis of Processing

We collect, use and store your personal data to comply with the legal obligations we are subject to, if necessary for our legitimate interests or the interests of a third party, for the execution of an agreement, or on the basis of your consent.

When we process your personal data for our legitimate interests or the interests of a third party, we have balanced these interests against your legitimate interests. Where necessary we have taken appropriate measures to limit implications and prevent unwarranted harm to you. Our legitimate interests may, for example, include security and safety purposes, to improve our website, or to provide better services and offers to you.

Where we process your personal data for a purpose other than that for which we collected it initially (and we rely on a legal basis other than consent or complying with legal obligations for this new purpose), we will ascertain whether processing for this new purpose is compatible with the purpose for which the personal data were initially collected.

The specific legal basis of processing your personal data are:

- Making steps at your request before concluding an agreement (Article 6 (1) (b), of the GDPR);
- The fulfillment of legal obligations by us (Article 6 (1) (c) of GDPR);
- The legitimate interest of us (Article 6 (1) (f) of the GDPR), such as: the organization of the entire Raskenlund activity for the purpose of carrying out the activity; Scheduling of IT applications; solving complaints and requests received from clients or other interested persons; initiating and conducting litigation by courts of law and (possibly) other public authorities;
- Your consent to processing, when expressly granted, freely and unconditionally, in specific situations such as, for example, marketing processing (Article 6 (1) (a) of the GDPR).

7. Distribution of Personal Data



Generally, we do not sell or share your personal data with anyone outside Raskenlund. However, we may disclose or share data with the following categories of recipients for the following purposes:

Support services	We may use third parties for support services to our website, such as social network providers, marketing agencies and IT suppliers. All such third parties may be required to protect your personal data and only process it as per our instructions.
Third-party websites	Our website may contain links to third-party websites; if you follow these links, you exit our website. While these third-party websites are selected with care, we cannot accept liability for the use of your personal data by these third parties.
Public authorities	If we are required to by law, court order or any other order of public authorities, we may share your personal data with public authorities or governmental organizations.
Sharing with affiliate companies and ownership change of Raskenlund	We may share your personal data with our affiliate company if this is necessary for the purposes listed above. If ownership of Raskenlund changes as a result of a merger, acquisition, transfer, sale of assets, reorganization or bankruptcy your personal data may be transferred to the successor entity.
Researches	For research purposes we may use third party software such as Google Analytics or social media platforms. When you accept cookies for our website, we analyze cookie data for statistical research via assistance/software of such third parties.

8. Personal Data transfers to third countries

Raskenlund may transfer your personal data to countries other than your country of residence, including but not limited to countries outside the European Economic Area. International transferring occurs in the course of providing your services. Partners or service providers have operations in countries across the world. The laws of these countries may not afford the same level of protection to your personal data.



Raskenlund ensures that proper and required protection is in place to comply with the requirements for the international transfer of personal data under applicable privacy laws. For transfers of personal data outside the European Economic Area, Raskenlund may use European Commission approved Standard Contractual Clauses as safeguards.

9. Data security

Raskenlund ensures that your personal data are properly secured by appropriate technical and organizational measures, so that they are protected against unauthorized or unlawful use, alteration, unauthorized access or disclosure, accidental or wrongful destruction, and loss.

10. Your rights

You may contact us (please see par. 11 “How to contact us” below) to exercise any of the rights you are granted under applicable data protection laws, which includes the following:

Right to access	You may ask us whether or not we process any of your personal data and, if so, receive access to that personal data in the form of a copy. When complying with an access request, we will also provide you with additional information necessary for you to exercise the essence of this right.
Right to rectification	You may have your personal data rectified in case of inaccuracy or incompleteness. Upon request, we will correct inaccurate personal data about you and, taking into account the purposes of the processing, complete incomplete personal data, which may include the provision of a supplementary statement.
Right to restriction of Processing	You may obtain a restriction of the processing of your personal data, which means that we suspend the processing of your data for a certain period of time. Circumstances which may give rise to this right include situations where the accuracy of your personal data was contested but some time is needed for us to verify their (in)accuracy. This right does not prevent us from continuing storing your personal data. We will inform you before the restriction is lifted.
Right to erasure	You may have your personal data erased, which means the deletion of your data by us and, where

	possible, by any other controller to whom your data has previously been made public by us. Erasure of your personal data only finds a place in certain cases, prescribed by law and listed under article 17 of the GDPR. Due to the way we maintain certain services, it may take some time before backup copies are erased.
Right to data portability	You may request us to provide you with your personal data in a structured, commonly used and machine-readable format and to have such data transmitted directly to another controller, where technically feasible. Upon request and where this is technically feasible, we will transmit your personal data directly to the other controller.
Right to object	You may object to the processing of your personal data, which means you may request us to no longer process your personal data. This only applies in case the 'legitimate interests' ground constitutes the legal basis for processing (par. 6 "Legal Basis of Processing" above).

Under conditions, we are entitled to deny or restrict your rights as described above. In any case, we will carefully assess whether such an exemption applies and inform you accordingly.

We may, for example, deny your request for access when necessary to protect the rights and freedoms of other individuals or refuse to delete your personal data in case the processing of such data is necessary for compliance with legal obligations. The right to data portability, for example, does not apply in case the personal data was not provided by you or if we process the data not on the basis of your consent or for the performance of a contract.



11. How to contact us

If you have any questions or concerns, or need to exercise your rights listed above, you can contact us via email, phone or regular mail directed to:

Address:
Bjønnveien 23, 3962 STATHELLE
Norway

Phone:
+47 482 499 40

Email: hello@raskenlund.com

If you have unresolved concerns, you also have the right to contact the data protection authorities. The relevant data protection authority is the Norwegian Data Protection Authority.

12. Amendment to Privacy Policy

This Privacy policy was most recently amended on June 24, 2021 and replaces earlier versions. We may update and/or change the terms of this Privacy Policy, and we may post any substantive changes on our website and provide to you by email prior to these changes taking effect, so that our users and/or visitors are aware of the type of information we collect, how it will be used, and under what circumstances, if any, we may disclose such information.

13. Your use of our website and services is Consent

When negotiating or/and entering into an agreement with Raskenlund, or visiting our website, or sending us notifications, or calling us, you implicitly acknowledge that you have read, and agree with this Privacy Policy and you hereby consent to our collection, use, management, retention, and disclosure of your information as described herein.