

## RVS Go App - Privacy Notice

### About this Privacy Notice

We at Securitas ("Securitas", "we" or "us") respect your integrity. This Privacy Notice for RVS Go App describes how we collect and process personal data when you register for and use the remote video solution RVS Go web or a smartphone application ("RVS Go App"). It is important for us that you read and understand this Privacy Notice before you use RVS Go App. You are welcome to contact us if you have any questions.

### Data controller

The data controller for the processing of your personal data is the Securitas company that have entered into the client contract for provision of RVS Go App. For information on which Securitas company that is the data controller and how to get in contact with us, please see <https://www.securitas.com/sgcs-legal-documents>.

Please note that processing of personal data coming from external sensors (devices like cameras, door controllers, I/O controllers and speakers) installed on the client's sites are not covered by this Privacy Notice. Securitas client, your employer, is the data controller for such processing of personal data and Securitas is only processing it on instructions from the data controller.

### Categories of personal data

When you access and use RVS Go App, Securitas will process the following types of personal data:

- Account and user information

When you create an account for the RVS Go App and while using RVS Go App, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Such information include name, e-mail address, password, phone number (optional) and permissions.

- Browsing information/usage data

This information is collected automatically, either generated by the use of RVS Go App or from the RVS Go App infrastructure itself (for example, the duration of a page visit).

We may also collect information that your browser sends whenever you access RVS Go App. Such information may include your computer's Internet Protocol address (e.g. IP address), browser type, browser version, the pages you visit in the service, the time and date of your visit, the time spent on those pages, unique device identifiers and other diagnostic data. When you access RVS Go App by a mobile device, this information may include the type of mobile device you use, your mobile device unique ID, the IP address of your mobile device, your mobile operating system, the type of mobile Internet browser used, unique device identifiers and other diagnostic data.



### The purpose and lawful basis for the processing

Securitas is processing the personal data you provide to us or that is a result of your use of RVS Go App as described below:

Purpose of processing	Lawful basis for processing
To provide and maintain your user account and the RVS Go App.	The processing is necessary for the performance of our contract (the Terms of Use).
To notify you about changes to RVS Go App.	The processing is necessary for the performance of our contract (the Terms of Use).
To allow you to participate in interactive features of RVS Go App when you choose to do so.	The processing is necessary for the performance of our contract (the Terms of Use).
To provide user support.	The processing is necessary for the performance of our contract (the Terms of Use).
To monitor the usage of RVS Go App and gather analysis or valuable information so that we can improve RVS Go App.	The processing is necessary for our legitimate interest to offer a safe and user-friendly service, to assess, develop and enhance RVS Go App and to ensure a functioning and continuously improved service.*
To detect, prevent and address technical issues.	The processing is necessary for our legitimate interest to ensure the provision of a continuous and secure service.*

\*If you as a user wish to limit what usage data we process you can adjust your settings in RVS Go App and the options in the cookie banner so that collection and processing of such data is adjusted in line with the options provided. To read more about the cookies used within RVS Go App please see the cookie policy.

### Who do we share your personal data with?

Subcontractors: Your personal data will be processed by our subcontractors (such as the supplier providing the platform for RVS Go App to Securitas) on instruction from Securitas. Suppliers are under contractual arrangements only allowed to process personal data for the purposes as set out above. Furthermore, the subcontractor and anyone acting under instructions of the processor will not access more personal data than is required for the performance of the service covered by the agreement with Securitas.

Securitas group: Your personal data may be processed by companies within the Securitas group that provide services to Securitas in relation to RVS Go App such as



product administration. In such case, Securitas group companies act as Securitas personal data processor or joint controller with Securitas. The personal data processor or joint controller may only process personal data in accordance with the purposes or instructions provided by Securitas for the processing. Furthermore, the personal data processor (Securitas group company) and those acting under instructions of the processor will not access more personal data than is required for the performance of the service covered by the agreement with Securitas.

Government agencies: Securitas may share your personal data with government agencies (such as the police, the tax authority or other authorities) if we are required by law to do so, or if you have agreed that we do so. We may also share your personal data with government agencies when we believe in good faith that it is necessary to protect our rights, protect your security or the safety of others, investigate crimes, or respond to a government request. Government agencies that receive your personal data will be the data controller for such processing, which means that it is not Securitas who governs how your personal data, if shared with an authority, is processed. Thus, if your personal data is shared with authorities, this Privacy Notice will not cover that processing.

#### **Where we are processing your personal data**

Securitas and our subcontractors process your personal data only within EU/EAA. We enter into confidentiality and data processing terms with all our suppliers to ensure they comply with high levels of confidentiality and best practices in privacy and security standards.

#### **How long we keep your personal data**

We will retain the personal data covered by this Privacy Notice for as long as you use RVS Go App and for an additional six months thereafter. The reason we keep your data for an additional six months is that we need to be able to show our clients, to which we entered into the contractual arrangement for RVS Go App, who used RVS Go App and how.

#### **Links to other sites**

RVS Go App may contain links to other sites that are not operated by us. If you click on a third party link, you will be directed to that third party's site. We strongly advise you to review the privacy policy of every site you visit.

We have no access to the content, privacy policies or practices of any third-party sites or services. Therefore, we do not assume any responsibility in this regard.

#### **How we protect your data**

Securitas takes appropriate technical and organizational measures to protect your personal data and Securitas is constantly working to protect your personal data from accidental or unlawful destruction, loss or alteration, unauthorized disclosure of or unauthorized access to the personal data transferred, stored or otherwise processed by Securitas.



## Your rights

We respect your integrity and your rights under legislation related to the processing of personal data. You are entitled to the following rights under applicable privacy laws:

- *The right to access*: you may at any time request to access your personal data. Upon request, we will provide a copy of your personal data in a commonly used electronic form.
- *The right to rectification*: you are entitled to obtain rectification of inaccurate personal data and to have incomplete personal data completed.
- *The right to erasure (“right to be forgotten”)*: under certain circumstances (including processing on the basis of your consent), you may request us to delete your personal data. Please note that this right is not unconditional. Therefore, an attempt to invoke the right might not lead to an action from us.
- *The right to object*: to certain processing activities conducted by the us in relation to your personal data, such as our processing of your personal data based on our legitimate interest. The right to object also applies to processing of your personal data for direct marketing purposes.
- *The right to restriction of processing*: you may under certain circumstances request from us to restrict the processing of your personal data. Please note that this right is not unconditional. Therefore, an attempt to invoke the right might not lead to an action from us.
- *The right to data portability*: you are entitled to receive your personal data (or have your personal data directly transmitted to another data controller) in a structured, commonly used and machine-readable format.

Finally, you also have the right to lodge a complaint with the national supervisory authority. If you would like to invoke any of your rights under applicable privacy law, Securitas’ contact information is set forth in <https://www.securitas.com/sgcs-legal-documents>.

## Changes to this Privacy Notice

We reserve the right to change this Privacy Notice. If we make any significant changes to this Privacy Notice, we will notify you by updating the Privacy Notice online and requesting a re-login or in another appropriate manner inform you of the updated version. Please note that pure editorial or similar minor changes will not prompt a relogin or information.

This Privacy Notice was last updated on 14 October 2021.