

## Technical Training Data Privacy Policy

Alimak Group is a global leader in vertical access solutions with customers in various industries including the wind and construction industries. Alimak Group is committed to building and maintaining trustworthy business relations. This commitment includes processing your personal data in compliance with the requirements of the General Data Protection Regulation (“**GDPR**”), Regulation (EU) 2016/679.

This **Alimak Group Technical Training Data Privacy Policy** (the “**Policy**”) sets out the basis on which Alimak Group will process the personal data it collects when you engage with Alimak Group training services via various channels, including our websites, apps, and service support. Alimak Group collects, stores, and shares your personal data only to the extent necessary to the efficient administration of the Alimak Group training services.

This Policy sets out the types of personal data Alimak Group handles, processes, transfers, and stores, in relation to your registration as a Participant user and/or a Business user account on the Learning Store database (<https://learningstore.alimakgroup.com/>)

### Participant Users’ Personal Data in Learning Store

When you engage with Alimak Group Learning Store as a Participant User, Alimak Group collects the following personal data:

- Your e-mail address
- Your full name as written in your passport
- Your employee number or date of birth
- Your Training ID, which is generated upon registration
- Your purchase information, such as your details as specified above, company name (if provided), physical address, your order information (such as course name and date of purchase)
- We also capture your training sessions to be able to assist you if you experience anything out of the normal.

### Business Accounts’ Personal Data in Learning Store

You are an Organisational User when you engage with Learning Store services on behalf of your organisation. When you engage with Alimak Group Learning Store as an Organisational User, Alimak Group collects the following personal data:

- Your job title
- Your full name as written in your passport
- Your e-mail address
- Your work phone number
- The name of the organization that employs you
- The address of your employer
- The CVR/VAT number of the organization

### Purpose and Use of Your Personal Data

Alimak Group collects and processes your personal data based on your consent, or where applicable, our legitimate interest, if at least one of the below-mentioned purposes applies:

- For registration purposes, reminders, notifications of expiration of certificates, contact

- details and issuance of training certificates.
- When handling your purchase orders for training.
  - When providing you with notification of other relevant training.
  - When providing you with customer services, handling your requests or complaints and providing you with online support, including notifications about certificate expiration.
  - When conducting analytics and statistics on training type, date, and frequency of training.
  - When processing and publishing your feedback regarding training experiences.
  - For audit purposes or in defence of legal claims.
  - To send you marketing emails, newsletters, and information about our products, services, or upcoming training opportunities that may be of interest to you.

As a Participant or Organisational User, your e-mail address is never shared with anyone outside of the Alimak Group. It is used solely for notifying you of changes to your profile, password retrieval or safety-related information from Learning Store.

### **Data Processors**

Alimak Group uses external companies as Data Processors and has entered into Data Processing Agreements to ensure that your personal data is processed within the European Union (EU)/ European Economic Area (EEA). These Data Processors are prohibited from transferring your personal data to non- EU/EEA countries (third countries) unless those countries are deemed to have an adequate level of data protection as determined by the European Commission.

### **Disclosure of Your Personal Data to Third Parties**

Alimak Group shares your personal data collected and valid training history with representatives from your own organisation and other companies within Alimak Group.

Where applicable, your data may be shared with third-party accrediting organisations for the purposes of registering qualifications as outlined in course description.

Except as stated above, Alimak Group does not share your personal data with any third party or with companies, organisations and individuals outside the Alimak Group, unless you consent to such disclosure or it is required by law, regulators, public authorities (in particular supervisory authorities), relevant accredited organizations, court orders or unless necessary as part of the establishment, exercise or defence of legal claims, e.g. towards legal representation.

### **Retention and Deletion of Personal Data**

You have the right to contact Alimak Group and request a deletion of your personal data. However, please note that if your personal data is deleted, all associated certificates will be invalidated, and they will no longer serve as proof of your training qualifications. If no such request is made, Alimak Group will retain your information for as long as it is necessary for the purposes for which it was collected.

The retention period depends on the specific purposes for which we collect and use your data. Certificates and all related information are stored in case they need to be retrieved as proof of your training qualification. As a Participant User, your personal data and login will be deleted 10 years after the most recent certificate has expired.

Once personal data and logs are deleted due to retention period expiring, access to any Alimak Group training account will be removed, and all external documentation uploaded to, for example, the Learning Store will be deleted.

Organisational User data collected is stored for the purposes listed for Organisational Users and is retained for up to 10 years after the expiration of the most recently employee certificate.

### **Your Rights**

Under the GDPR you are entitled to:

- withdraw your consent (to the extent the processing is based on your consent)
- object to our processing of your data
- ask for a copy of the data we hold about you
- ask for the data to be transferred to another entity (so-called data portability)
- ask for the data to be corrected or restricted
- ask for the data to be deleted

You also have a right to submit a complaint to your local data protection authority should you have concerns about how we use your personal data. However, we would appreciate it if you reached out and raised your concerns directly with us first to allow us to try to resolve them together. You can find our contact information below.

### **Data Security and Cookie Usage**

For information on how we protect your personal data and the use of cookies on our website, please refer to our separate [Data Security and Cookie Policy](#)

### **Contact Information**

If you have any questions on how we use your personal data, you can contact us at [privacy@alimakgroup.com](mailto:privacy@alimakgroup.com).