

Frost Eiendom AS – Privacy policy

When you become a Frost Eiendom AS customer we will ask you disclose certain personal data. We need this information to be able to offer you a tenancy agreement. We also need to process the personal data of current and previous Frost tenants. We do this in order to fulfil the agreements we have entered into with you, to satisfy relevant legislation, and to offer our tenants an efficient and good service. We take all necessary precautions to protect your personal data in line with prevailing laws and regulations.

Below you will find more information about the kind of personal data we collect, why we collect it and your rights in relation to the processing of your personal data.

Why do we process your personal data and what personal data do we process?

We store personal data to be able to deliver the service you expect from us. We process the data in order to meet statutory requirements.

This means that we process your personal data when:

- You have formed or are considering forming a contract with us
- You have given us permission to use your personal data for a specific purpose
- We are legally obliged to process your personal data

Typical personal data collected and processed by us includes:

- Basic personal information such as name, address and national identity number
- Information about your qualifications or profession
- Information about your family or household
- Account number
- Financial information if you have given your consent, e.g. credit checks
- Identification documents, e.g. copies of your passport, driving licence or other form of ID

Sensitive personal data:

Vi behandler kun sensitive personopplysninger, slik som helseopplysninger, når det har betydning for ditt leieforhold hos oss og etter at du har gitt ditt samtykke til det.

When and how do we process your personal data?

We process personal data in connection with the following activities:

- Customer service and admin
- Distribution of relevant marketing materials
- When developing our services and operations
- Identification and application for deposit account
- In order to meet statutory requirements

We process your data for as long as is necessary in order to fulfil the purpose for which your data was collected. For example, we will delete data that you have consented to giving us if you decide to withdraw your consent. Personal data processed to fulfil our contract with you will be deleted once the contract has expired and all obligations under the contract have been met. In certain cases we are legally obliged to store documents containing personal data even after your tenancy has ended. Please contact us if you would like more information about this.

Where do we get the data from?

Most of the data we obtain directly from you or by observing your actions, e.g. when:

- You complete forms in connection with applications, queries, fault-reporting etc.
- You submit certain documents to us
- You call us (if so, we will inform you if the conversation is being recorded)
- You use our website, mobile app, products and services
- You participate in customer surveys or other campaigns that we have organised

Will anyone else get access to your personal data?

Stored personal data will be treated in confidence by us, and only employees with a need to know will be able to access the data that we store. We will not disclose your personal data to third parties unless required to do so by law. For example, we may share your personal data with the authorities if necessary in order to fulfil our statutory obligations, to ensure the efficient running of Frost Eiendom, or because you have given us your consent.

The data processor shall, by agreement with us, process your personal information in the necessary manner we decide. We oblige the data processor to ensure sound information security, including that personal data cannot be transferred to others.

In order to communicate information that is relevant to you, we can in some cases also collect and use, for example, analysis data if you give your consent. We only collect personal information that we deem necessary to fulfill its purpose and strive to ensure that personal information is correct and up-to-date.

Examples of when we may share your personal data with third parties include:

- If we have to perform a credit check on a guarantor before entering into a tenancy agreement.
- We will share with the bank any information necessary in order that it can return your deposit to you at the end of your tenancy.
- When managing parking space rental for our sister company.
- We may transfer personal data to data processors in connection with IT development, hosting and support. In such cases we will make sure that your rights are protected and privacy levels maintained when the data is transferred. We have data processing agreements with every business that processes personal data on our behalf. Our data processors may not process your data in any other way than has been agreed with us and described in this privacy policy.

Where is your personal data stored?

Personal data processed by Frost Eiendom AS is stored on servers in Norway and Europe.

Your rights

Accessing your personal data:

You are entitled to access the personal data we hold on you, including where it comes from and what it is being used for. You are entitled to know how long we store your data for and who is receiving information about you in the event that we transfer personal data. However, your right to access your data may be restricted by law or in order to protect the privacy of others or in the interest of our business and practices. Our market knowledge, trade secrets, internal assessments and other materials may also be exempted from access.

Correcting or deleting your personal data:

If the personal data we hold on you is incorrect, incomplete or irrelevant, you are entitled to have the data corrected or deleted. Your right to have your data corrected and/or deleted is enshrined in law, and there are certain exemptions. If you have any questions, please contact us.

Right of restriction of processing:

In certain cases you are entitled to demand that we limit the processing of your personal data. This means that the personal data may only be stored but not used for anything. If you are entitled to restricted processing, we may still process your data partially, either by obtaining your consent on a case-by-case basis or for the establishment, exercise or defence of legal claims or to protect another person or for reasons of important public interest.



Withdrawing your consent:

You may withdraw your consent to your personal data being processed by us at any time. Please note that if you withdraw your consent, it may mean that we are unable to offer you certain services or products, including the Frost Pluss reward programme.

Withdrawing your consent will not affect the lawfulness of our processing of your personal data based on consent before its withdrawal. When you withdraw your consent it will only come into effect at the time of withdrawal.

Contact information and appeals:

If you wish to exercise your rights as described above, please contact us using the contact information provided below. We will do our utmost to respond to your request promptly. Our contact information:

Frost Eiendom AS
Hornebergvegen 7A
7038 Trondheim
Tel. +47 73 96 97 00
Email: eiendom@frost.no

Standard email is unsecured and unencrypted. We urge you not to send confidential or sensitive information by email.

If you believe that the way we process personal data is inconsistent with the procedures described here or that we are otherwise not processing your personal data in accordance with prevailing legislation and your enquiry to our data protection officers has not yielded a satisfactory result, please contact our complaints service on email: eiendom@frost.no.

You may also complain to the Norwegian Data Protection Authority. You can find contact information for the Data Protection Authority on its website: www.datatilsynet.no.

Changes

When we make changes to our products and services or changes are made to the legislation on personal data processing, it may result in changes to the information given here. Up-to-date information about such changes will always be easily accessible on our website.