



OmniMove MobileForms

OmniMove privacy statement

Version releases

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OmniMove privacy statement

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Introduction

OmniMove Mobile Solutions bv (hereafter: "we") processes personal data of people that use OmniMove Services, such as the OmniMove MobileForms platform, OmniMove MobileForms mobile App and website. We do this in order to achieve our goals and support our contacts as well as possible. In this Privacy Policy, we explain why and how we process your personal data.

By using OmniMove Services you agree to this Privacy Policy. If you do not agree to this Privacy Policy, you must not use OmniMove Services.

We do not have a Data Protection Officer (DPO), but we are happy to help you concerning your questions about data privacy. Should you have any questions or concerns, please contact us at info@omnimove.nl.

Who are we?

We are OmniMove Mobile Solutions bv and are located at Valeriaan 12, 3863 DG Nijkerk, The Netherlands. This Privacy Policy governs all data processing activities for which we are to be regarded as the Data Controller. However, to make it as clear as possible what personal data we process and how we deal with that personal data, we differentiate between several data processing activities.

Definitions

Below we introduce some definitions to facilitate clear understanding of terms used in this Privacy Policy:

- "OmniMove Services" include our products, services and integrations, including the OmniMove MobileForms platform, mobile applications, downloadable software, and websites, including omnimove.nl, but not those created by third parties, even when they are accessed through the OmniMove MobileForms platform.
- "Personal Information" includes information that alone or when in combination with other information may be used to readily identify, contact, or locate you, such as: name, address, email address, or phone number. We do not consider Personal Information to include information that has been anonymized so that it does not allow a third party to easily identify a specific individual.
- "Non-Personal Information" is all information other than Personal Information.

Types of data

There are several types of data that we may process through your use of OmniMove services. It is important to distinguish between these data types, because different data types impose different requirements on us when processing such data for you.

- **Content Data** - Any data that you or your users enter into OmniMove Services that is not any other data type. Example: a user fills out a OmniMove MobileForms form and submits the form.
- **Support Data** - Any data that you or your users provide to us directly in the support process that is not any other data type. Example: a user creates a support ticket and enters information in that support request such as the name of a user that cannot log in to the OmniMove Service.
- **Contact Data** - Data that you have provided to us in order to communicate with us. Example: your name and e-mail address that you entered upon signing up to an OmniMove MobileForms account, disclosed to us by sending us an email.
- **Feedback Data** - Data that you have provided to us in order to provide feedback to us. Example: your participation in a survey or a complaint that you may have filed to us.

- **Usage Data** - Data that is generated upon your use of OmniMove MobileForms by OmniMove Services.

Example: a log file or record containing information about login attempts by a specific user, time and location of a form submission or credit use by a user.

Roles and scope of this Privacy Policy

With regard to Content Data and Support Data, you and/or your organisation should be regarded as the Data Controller, while we are to be regarded as the Data Processor. The way in which we process these two data types on your behalf is governed in the Data Processing Addendum.

Data Processing Addendum

To enable you to be compliant with your data protection obligations, we are prepared to sign an appropriate Data Processing Addendum (DPA). You can request a DPA from OmniMove. Once we get your request, we will forward the DPA to you for your signature.

With regard to Contact Data, Feedback Data and Usage Data, we are to be regarded as the Data Controller. The way in which we process these types of data is governed in this Privacy Policy. The remainder of this Privacy Policy is therefore solely considering Contact Data, Feedback Data and Usage Data.

Which personal data do we process?

Using OmniMove Services, you can contact us, for example when you register your OmniMove MobileForms account to evaluate, subscribe or obtain a license to a product or service, purchase a product or service, send us an e-mail or raise a support ticket. In such cases, we may process the following contact data:

- Name
- Email address
- User name
- Password
- Location
- Billing information

When you provide us with feedback, for example by means of filling out a survey or filing a complaint, we process the following feedback data:

- Name
- Email address
- Any other personal data that you may provide us directly

When you use OmniMove Services, for example by means of authoring a form on the OmniMove MobileForms Platform or filling out a form on the OmniMove MobileForms mobile App, we process the following usage data, depending on your permission:

- Name
- Email address
- Data about your activity with regard to OmniMove Services, such as:
- Date and time of a form submission
- Location of a form submission

When you receive our newsletter, we process the following personal data:

- Name
- Email address
- Data about your activity with regard to our news letter

When you visit our website and accept our cookies, we process the following personal data:

- A unique ID, to track visitors on multiple websites in order to present relevant advertisements
- IP address (truncated), to determine your country or region
- Device characteristics, like brand and model
- Browser characteristics, like your language

Why do we process that personal data?

We process personal data for various goals:

Communicate with you

When you contact us for any of the mentioned reasons, we process your personal data to facilitate and maintain communication with you. This enables us to reach out via email or telephone to provide customer support.

Enable the provision of our services

We may use your contact data to enable the provision of our services, such as create your user account, process billing information, do account management or inform you about system maintenance.

Improve our products and services

When you provide us with feedback and/or by using OmniMove Services, we process your feedback and usage data to maintain and improve a high level of quality of our products and services, for example by means of dashboarding the use of OmniMove services as a means of operations management and tracing trends and opportunities for improvement. We will do this based on anonymized and aggregated data as much as possible.

Research and report

By using OmniMove services, we may process your usage data for means of research and reporting. We will only do this based on fully anonymized and aggregated data. We may share research reports with third parties, such as other users of OmniMove Services.

Sending our newsletter and mailings

When you have or are registered to our newsletter (for example, when you are a customer), we process your personal data to send you our newsletter or other marketing or commercial email. If you no longer wish to receive such emails, you can opt-out from every such email that you have received from us.

Remarketing and advertising

When you have accepted our cookies on omnimove.nl, we may process your personal data for remarketing purposes, in order to improve our online marketing and paid advertisements. You can opt-out from this by changing your consent via the cookie policy button, or by manually removing this site's cookies in your browser.

Legal grounds for processing

We process your personal data based on the following legal grounds:

- To perform or prepare an agreement (communicate, provision of services, improve products and services)
- A legitimate interest (direct marketing to customers)
- Consent (remarketing activities)
- Sensitive Data

On specific occasions, we may process sensitive personal data:

- When you provide sensitive personal data as feedback data

We strongly discourage you to send sensitive personal data to us if this is not necessary for our processing goals.

Personal data of minors

We explicitly do not have the intention to process personal data about minors, unless they have permission from their parents or guardians. However, we cannot check if a user is a minor. We therefore advise parents and guardians to be involved in the online activities of their children, in order to prevent that personal data about minors is processed without the consent of their parents or guardians. If you are convinced that we are processing personal data about minors without proper consent, please contact us at info@omnimove.nl and we will remove this information.

Automated decisions

We do not apply the principle where, based on automated data processing, decisions are made about cases that can have (considerable) implications for persons. This concerns decisions that are made by computer programmes or systems, without human intervention (such as an employee of OmniMove).

Data subject rights

As a data subject, you have a number of rights regarding your personal data that we process. We will do our very best to meet these rights. To use your rights, you can contact us by sending a specific request to info@omnimove.nl.

- **Information and access:** You have the right to see what personal data we process of you. Upon request we will also tell you how and why we have processed your personal data.
- **Rectification:** You have the right to the rectification of your personal data.
- **Right to be forgotten:** You have the right to have your personal data erased. A legal obligation may force us to process your personal data after all. In this case we will inform you about this in reply to your request.
- **Restriction:** Are you of the opinion that we process your personal data unlawfully or incorrect? Then you can express this to restrict processing.
- **Objection:** You have the right to object to the processing of your personal data. Is it for marketing purposes? Then we will stop processing your personal data as soon as possible.
- **Portability:** You have the right to transfer your personal data to yourself or another party.

You can also:

- **Withdraw consent:** For example for receiving our newsletter (opt-out). If you want to withdraw consent for other processing, you can contact us.
- **File a complaint:** Are you of the opinion that we don't act in conformity with the privacy law? Then we would like to hear from you. You can also file a complaint at a competent advisory authority.

To make sure that the request to access data is placed by you, we ask you to add a copy of your identification to your request. In the copy, hide your photo, MRZ (machine readable zone), passport number and citizen service number to protect your privacy. We will respond to your request as soon as possible, but in any case, within 4 weeks.

Retention periods

We retain your data only for as long as strictly necessary to achieve our processing goals for which we use your personal data. We will remove your personal data without delay when you choose to end your use of OmniMove services. Back-ups, emails, and logs are retained for 30 days.

Information security

We take steps to ensure that your information is treated securely and in accordance with this Privacy Policy. The latest version of our information security policy is available from omnimove.nl. Unfortunately, the Internet cannot be guaranteed to be 100% secure, and we cannot ensure or warrant the security of any information you provide to us. We do not accept liability for unintentional disclosure.

By using OmniMove Services or providing Personal Information to us, you agree that we may communicate with you electronically regarding security, privacy, and administrative issues relating to your use of OmniMove Services. If we learn of a security system's breach, we may attempt to notify you electronically by posting a notice on OmniMove Services or sending an email to you. You may have a legal right to receive this notice in writing. To receive a free written notice of a security breach (or to withdraw your consent from receiving electronic notice), please notify us at info@omnimove.nl.

Cookies

When you use our website without allowing cookies, we will only store functional/analytical cookies for Google Analytics that do not collect Personal Information (PII). In order to comply with this, we:

- Process information encrypted and anonymously

When using our OmniMove MobileForms Platform, third-parties may place the following functional and analytical cookies:

Marketing cookies with consent

Only when you have agreed to allow cookies, we will use non-anonymous cookies for (re)marketing and advertising purposes.

Sharing of personal data with third parties

We do not share your personal data with third parties, except for carrying out our services. These third parties are in fact data processors. When you choose to use a third-party integration, you permit data to be shared between OmniMove Services and the integration vendor. We also use Google Analytics. We do this only to carry out our agreement with you, for our legitimate interest or when we have your consent. These parties process personal data in accordance with the instructions of OmniMove. A legal obligation or similar disclosure, or a merger or sale of OmniMove to another company can also be a reason for us to share personal data with third parties.

Applicability of this Privacy Policy to third parties

When you navigate away from OmniMove Services to websites or apps controlled by third parties, you leave OmniMove Services, at which point this Privacy Policy no longer applies. You will not receive a warning when you leave OmniMove Services. If you use third-party products available through OmniMove Services, please note that this Privacy Policy does not govern how they collect, use, and disclose information. We recommend you to read the privacy statements of these parties before using their services.

Disclaimer to international users

By choosing to visit OmniMove Services or otherwise providing information to us, you agree that any dispute over privacy or this Privacy Policy will be governed by Dutch law. If you are visiting from Australia and the United States or other regions with laws governing data collection and use, please note that you are agreeing to the transfer of your personal information to the European Union to us. By providing your personal information, you consent to any transfer and processing in accordance with this Policy. You also consent to the adjudication of any disputes arising in connection with us or OmniMove Services in accordance with the general terms and conditions of OmniMove Mobile Solutions bv.

New Uses of Information

From time to time, we may use information, including Personal Information, for new, unanticipated uses not previously disclosed in our Privacy Policy. If our information practices change regarding information previously collected, we will take reasonable efforts to provide notice and obtain consent to any such uses as required by law.

Information security

OmniMove considers information security to be a top priority. OmniMove services are built with strong security features that continuously protect your information. OmniMove implements systems, applications and procedures to secure your personal information, to minimize the risk of theft, damage, loss of information, or unauthorized access or use of information. For example, we review our information collection, storage, and processing practices, including physical security measures, to prevent unauthorized access to our systems. In addition, we restrict access to personal information to OmniMove employees, contractors, and agents who require it to fulfill their job responsibilities. Anyone with this access is subject to strict contractual confidentiality obligations and may be disciplined or terminated if they fail to meet these obligations.

The insights we gain from maintaining our services help us detect and automatically block security threats from ever reaching you.

However, these measures are unable to provide absolute assurance. Therefore, although OmniMove takes great efforts to protect your personal information, OmniMove cannot guarantee and you cannot reasonably expect that

OmniMove's databases will be immune from any wrongdoings, malfunctions, unlawful interceptions or access, or other kinds of abuse and misuse.

Compliance & cooperation with regulators

We regularly review this Privacy Policy and make sure that we process your information in ways that comply with it.

Data transfers

We store data on servers located in Dronten the Netherlands by Solcon (KPN Company). The datacenter is ISO 27001 certified. Your information may be processed on servers located outside of the country where you live. Data protection laws vary among countries, with some providing more protection than others. Regardless of where your information is processed, we apply the same protections described in this policy.

Changes to the privacy policy

We have the right to change this privacy policy. We will post any changes to this Privacy Policy on omnimove.nl. The revised version will be effective at the time it is posted. We recommend that you to read this Privacy Policy regularly, so you stay up to date about any possible changes.

Contact details

If you use our software and have questions about the processing of your personal data in our software, then please in the first instance contact the employer/client who provided you with access to the software. If you do not use our software, or you wish to contact us, please use the contact details below.

OmniMove Mobile Solutions bv

Attn: Administration

Valeriaan 12

3863 DG Nijkerk

The Netherlands

E: info@omnimove.nl