

Data Protection Policy

Ing Westad AS is the data controller for the processing of personal data as described in this privacy statement. In this statement, we explain what types of personal data we store and how we process them. This privacy statement applies to: www.ingwestad.no

Personal Data We Collect and Process

We process the following categories of personal data:

- Basic information: Name, date of birth
- Contact information: Address, phone number, email address
- Payment information: Transaction details, payment method
- Customer history and engagement: Order and delivery details, shopping cart activity, discount codes, loyalty programme information, active products and agreements, as well as products and services you have previously had, how much and how often they are used, status of products/services

Personal data is collected directly from you through information you provide to us.

How We Use Personal Data

Provision of Service/Contract Fulfilment

We use your personal data to fulfil our agreements with you, i.e., when you have ordered a product or service from us. The legal basis for processing personal data for this purpose is that the processing is necessary to fulfil a contract with you.

Customer Relationship Management

We use your personal data to manage our customer relationship with you. This may include customer service, complaint handling, and correcting errors related to your customer relationship. The legal basis for processing personal data for this purpose is that the processing is necessary to fulfil a contract with you.

Sales and Marketing

We use personal data in connection with the sale and marketing of our products and services, for example, by sending you emails. The legal basis for processing personal data for this purpose is our legitimate interest. You have the option to opt out of parts of this processing, for example, by opting out of receiving emails from us. In addition, we may ask for your consent to use your personal data for profiling, where we infer interests and needs based on your personal data. The purpose of profiling is to make our marketing more relevant.

Compliance with Legal Obligations

In certain cases, we are required to process personal data due to other legal obligations. An example of this is information related to sales, which we are required to account for and retain in accordance with the Accounting Act. The legal basis for processing personal data for this purpose is that the processing is necessary to comply with a legal obligation that applies to us.

Your Rights

If you wish to exercise any of your rights, please contact us at post@ingwestad.no.

Right of Access

You can request a copy of all information we process about you. Contact us at the above email address to exercise your right of access.

Right to Rectification

You have the right to ask us to correct or supplement information that is incorrect or misleading.

Right to Erasure

You have the right to have your personal data deleted without undue delay. You can therefore at any time ask us to delete information about yourself. Note, however, that information we are required to retain due to other legal obligations (such as the Accounting Act) will not be deleted.

Restriction of Processing

In some situations, you can also ask us to restrict the processing of information about you. You do this by managing consents or reservations in our solutions.

Right to Object

If we process information about you based on our tasks or on a balancing of interests, you have the right to object to our processing of information about you. You do this by managing consents or reservations in our solutions.

Data Portability

You have the right to receive your personal data in a structured, commonly used, and machine-readable format. Contact us at the above email address to receive your personal data.

Complaints

We hope you will let us know if you believe we are not complying with the rules in the Personal Data Act. Please first contact us through the contact or channel you have already established with us. You can also complain about our processing of personal data. This is done to the Norwegian Data Protection Authority (Datatilsynet).

This privacy statement is based on a template from gdprcontrol.no.