

Information about the Processing of Personal Data

You can contact us or write to us via our website: www.roltec.com/kontakt/

1. We are the Data Controller

ROLTEC EL-KØRESTOLE A/S is the data controller for the processing of the personal data we have received about you. You can find our contact information below:

Company: ROLTEC EL-KØRESTOLE A/S
Address: Lægårdsvej 13
Postal Code: 8520 Lystrup
CVR No.: 77867910
Website: www.roltec.com



2. The Purposes for Processing Your Personal Data

We process your personal data for the following purposes:

Compliance with legal requirements:

ROLTEC EL-KØRESTOLE A/S stores personal data to comply with legal obligations, such as Bogføringsloven (the Danish law for bookkeeping) or to fulfill reporting requirements mandated by EU regulations on medical devices. This processing is based on legal obligations under applicable law.

Delivery and support of products:

To deliver, maintain, and provide support for our electric wheelchairs and related services. This includes handling orders, delivery, installation, and repair of products.

Customer service:

To provide effective customer service, including responding to inquiries, handling complaints, and offering general support.

Security:

To ensure your safety through the correct use of our electric wheelchairs and to carry out necessary security updates and checks.

This processing is based on the following grounds:

Contract fulfillment:

Processing of personal data is necessary to fulfill the contract between you and ROLTEC EL-KØRESTOLE A/S.

Legal obligations:

Processing is necessary to comply with the legal obligations that ROLTEC EL-KØRESTOLE A/S is subject to.

Consent:

Where processing is based on consent, the individual has given their explicit consent for specific purposes. Consent can be withdrawn at any time without affecting the lawfulness of processing based on consent before withdrawal.

3. Categories of Personal Data

Identity Information:

Identity information includes your first name, last name, birthdate, or similar identifiers. We collect this information under the following circumstances:

- When you, your dealer, or your therapist contacts us for services.
- When you send an inquiry to us.
- When you file a complaint.

Contact Information:

Contact information includes your email address, postal address, and phone numbers. We collect this information in the following situations:

- When you contact us for services.
- When you send an inquiry to us.
- When you file a complaint.

In some cases, we receive your contact information from your dealer or therapist. This information is necessary to ensure proper handling of your inquiries, complaints, and orders, as well as to provide effective service.

In most cases, we collect this personal data as a data processor or in our capacity as a partner of your dealer or therapist. However, there are situations where we act as the data controller. This occurs when we process your information in connection with the administration of complaints, product maintenance, accounting procedures, and similar activities.

Body measurements:

In connection with selecting an electric wheelchair, we collect your body measurements to provide you with a wheelchair customized to your specifications and needs.

Transaction Information:

Transaction information includes details about your order history, such as purchased products and accessories, as well as other relevant information about the products and services you have purchased from us.

4. Possible Recipients of Your Personal Data:

ROLTEC EL-KØRESTOLE A/S shares your personal data with the following recipients or categories of recipients:

Dealers and therapists:

- Dealers and therapists that work with us to ensure that you receive the best possible service and the most suitable products.

Transport and logistics companies:

- Partners who handle the delivery and distribution of our products to you.

Public authorities:

- When necessary to comply with the law, we may be required to share your personal data with relevant public authorities.

Auditors:

- External consultants who help us comply with regulatory requirements.

5. Disclosure of Your Data to a Third Country

ROLTEC EL-KØRESTOLE A/S does not disclose your personal data to any third country or international organizations.

6. Retention Period:

ROLTEC EL-KØRESTOLE A/S retains your personal data for the period necessary to fulfill the purposes for which the information was collected, including to comply with legal requirements. This may vary depending on the type of personal data and the purpose for which it is processed.

We use the following criteria to determine the retention period:

- **Legal requirements:** The retention period is determined by applicable laws and regulations, such as the Bookkeeping Act and EU regulations on medical devices.
- **Contractual obligations:** We retain personal data as long as necessary to fulfill our contractual obligations to you, including warranty periods and support agreements.

- **Business needs:** We retain personal data based on business needs, such as ensuring customer service, product maintenance, and quality control.
- **Security and litigation:** Personal data is retained as long as necessary to protect our rights, property, or security and to defend against potential legal claims.

These criteria ensure that your personal data is only kept as long as necessary and relevant for the purposes for which it was collected and that it is then securely deleted or anonymized.

Your Rights

ROLTEC EL-KØRESTOLE A/S respects your rights regarding your personal data and ensures that you can exercise them in accordance with applicable data protection laws. You have the following rights:

Right of access:

- You have the right to request access to the personal data we process about you. This includes information about what data we hold, the purposes of the processing, who we share it with, and how long we retain it.

Right to rectification:

- You have the right to have inaccurate or incomplete personal data corrected. If you believe the information we hold about you is incorrect or incomplete, you can ask us to correct it.

Right to erasure (the right to be forgotten):

- You may request that we delete your personal data under certain circumstances, such as if the data is no longer necessary for the purposes for which it was collected or if you withdraw your consent and there is no other legal basis for the processing.

Right to restriction of processing:

- You have the right to ask us to restrict the processing of your personal data, for example, if you dispute the accuracy of the information, and we need time to verify it.

Right to object:

- You have the right to object to the processing of your personal data if the processing is based on our legitimate interests or performed for direct marketing purposes.

Right to data portability:

- You have the right to receive the personal data you have provided to us in a structured, commonly used, and machine-readable format and to have that data transferred to another data controller where technically possible.

Right to withdraw consent:

- If the processing of your personal data is based on your consent, you have the right to withdraw your consent at any time. The withdrawal of consent does not affect the lawfulness of processing based on consent before its withdrawal.

Right to file a complaint:

- You have the right to file a complaint with a supervisory authority if you believe that our processing of your personal data violates data protection laws. In Denmark, the relevant supervisory authority is the Danish Data Protection Agency (Datatilsynet).

Contact Information:

If you wish to exercise your rights or have any questions regarding the processing of your personal data, feel free to contact us:

ROLTEC EL-KØRESTOLE A/S

Address: Lægårdsvej 13

Email: info@roltec.com

Phone: 87434900

We will process your request as soon as possible.

Source of Personal Data

ROLTEC EL-KØRESTOLE A/S collects personal data from the following sources:

Directly from you:

- When you contact us for services.
- When you send inquiries or file complaints.
- When you place orders for our products or accessories.

From dealers and therapists:

- When your dealer or therapist submits a product order on your behalf.
- When your dealer or therapist provides us with your information in connection with the customization and delivery of electric wheelchairs.

Automated Decision-Making, Including Profiling

ROLTEC EL-KØRESTOLE A/S does not use automated decision-making or profiling in the processing of personal data. All decisions related to our customers, including wheelchair customization, order processing, and customer service, are made manually by our qualified staff.