

iBinder Group Privacy Notice

Version: 2026-09-24

1. About this Privacy Notice

This Privacy Notice explains how iBinder AB, company registration no. 556573-1592, processes personal data as data controller within iBinder Group.

This Privacy Notice applies across iBinder Group and covers our websites, products and services, including iBinder, Avima, SokoPro, SundaHus, Byggnet and REQS, as applicable.

It applies, for example, when you:

- visit one of our websites;
- register for or use one of our services;
- interact with us as a customer, user, prospective customer or business contact;
- contact us regarding sales, customer service or support;
- register for or participate in an event or webinar; or
- otherwise communicate or interact with a company within iBinder Group.

The data controller for the processing described in this Privacy Notice is:

iBinder AB

Company registration no. 556573-1592
Hantverkargatan 25 B
112 21 Stockholm
Sweden

For questions regarding privacy or the processing of personal data, please contact:

gdpr@ibinder.com

iBinder Group companies

iBinder Group includes:

- iBinder AB, Sweden, company registration no. 556573-1592;
- Avima AB, Sweden, company registration no. 556523-5917;
- SundaHus i Linköping Aktiebolag, Sweden, company registration no. 556404-1373;
- iBinder Sverige AB, Sweden, company registration no. 556904-2574;
- iBinder Danmark ApS, Denmark, CVR no. 36064390;
- iBinder Norge AS, Norway, organisation no. 926103520; and
- SokoPro Oy, Finland, Business ID FI32147808.

Other companies within iBinder Group may process personal data where necessary to provide our services and operate our business. Such processing takes place under the direction of iBinder AB and for the purposes described in this Privacy Notice.

2. When this Privacy Notice does not apply

Customer Data

This Privacy Notice applies to personal data that iBinder AB processes for its own purposes as data controller.

Our customers may use our services to upload, store and otherwise process drawings, documents, files, messages, project information and other data that may contain personal data ("Customer Data").

For Customer Data, the customer determines the purposes and means of the processing and acts as the data controller. The relevant iBinder Group company processes Customer Data on behalf of the customer as a data processor and in accordance with the customer's instructions.

The processing of Customer Data is governed by the agreement and Data Processing Agreement entered into between the customer and the relevant iBinder Group company.

If your question concerns personal data contained in a customer-controlled project or environment, you should normally contact the organisation responsible for that project or environment.

Third-party websites and services

Our websites and services may contain links to or integrations with third-party websites and services. The processing of personal data by such third parties is governed by their own privacy information.

3. Personal data we process

The personal data we process depends on how you interact with us.

Contact and professional information

We may process information such as:

- your name;
- work email address;
- work telephone number;
- the company or organisation you represent;
- your professional role or position; and
- other professional contact information that you provide to us.

Account information

When you use one of our services, we may process information necessary to create, identify and administer your user account, including identification, contact, login and account-related information.

Communication and support information

When you communicate with us, we may process information contained in emails, customer service communications, support requests and other information you provide in connection with the matter.

Event and webinar information

When you register for or participate in an event or webinar, we process information required to administer your registration, participation and related communications, such as your name, professional contact information, company and information relating to the event.

Contract, customer administration and billing information

We may process personal data relating to business contacts, customer administration, contracts, invoicing and financial follow-up.

Technical information

When you use our websites or services, we may process technical information such as IP addresses and information generated through login, system and audit logs where this is necessary for security, operation and troubleshooting.

Email interaction information

We may collect information about how you interact with certain marketing emails from us, including whether an email has been opened and whether links in the email have been clicked.

We use this information to understand engagement with our communications and improve their relevance and effectiveness.

4. Where we obtain personal data

We may obtain personal data from different sources.

Directly from you

For example, when you:

- create an account;
- submit a form;
- contact us;
- communicate with sales or support;
- register for an event or webinar; or
- otherwise provide information to us.

From your employer or another organisation

We may receive your personal data from the organisation you represent, for example when it identifies you as a business contact or creates or administers an account for you.

Automatically through use of our websites and services

We may collect technical information, logs and information relating to your interaction with certain communications when you use our websites and services or interact with our communications.

From third-party and publicly available sources

We may obtain professional and business contact information from sources such as:

- business information and company databases;
- construction and project information databases;
- professional networking platforms;
- business partners;
- company websites;
- public registers; and

- other publicly available sources.

The information obtained from these sources may include professional contact information, information about your employer or organisation, your professional role and other information relevant to an existing or prospective business relationship.

We may combine information obtained from these sources with information we already hold where permitted by applicable law, for example to maintain accurate business information and manage existing and prospective customer relationships.

5. Why we process personal data and our legal bases

We only process personal data where we have a lawful basis for doing so.

Providing and administering our services

We process personal data to:

- create and administer user accounts;
- identify authorised users;
- provide access to our services;
- manage permissions; and
- communicate information necessary for the use and operation of our services.

Users of our services are generally representatives or employees of organisations that are our customers rather than themselves being parties to the customer agreement.

The legal basis for this processing is our legitimate interest in providing, administering and securing our services for our business customers and their authorised users.

Managing customer relationships

We process professional contact information about representatives of our customers to manage and develop our customer relationships.

This may include account management, onboarding, customer communication, contract administration, follow-up and other activities relating to the business relationship.

The legal basis is our legitimate interest in efficiently managing and maintaining relationships with our business customers and communicating with the relevant representatives of those organisations.

Managing prospective customer relationships and outbound sales

We process professional contact information about representatives of organisations that we believe may have an interest in our products or services.

We use this information to identify relevant business contacts, communicate with prospective customers and manage potential customer relationships.

The legal basis is our legitimate interest in developing our business and establishing relationships with relevant potential business customers.

You have the right to object at any time to the processing of your personal data for direct marketing.

Providing customer support

We process personal data when you contact us for support in order to receive and understand your request, investigate it, resolve the matter and communicate with you regarding the request.

The legal basis is our legitimate interest in providing effective support to our customers and users and ensuring the proper operation of our services.

Security, operation and troubleshooting

We process technical information and logs where necessary to operate, maintain and protect our websites and services.

This includes processing for:

- information security;
- access control;
- detecting and preventing security threats or misuse;
- troubleshooting;
- maintenance; and
- debugging.

The legal basis is our legitimate interest in maintaining secure, reliable and properly functioning services and protecting our customers, users, systems and information.

Events and webinars

We process personal data to administer events and webinars, manage registrations and participation, communicate relevant practical information and follow up in relation to the event.

The legal basis for event administration and relevant professional follow-up is our legitimate interest in organising and following up on professional events and maintaining business relationships.

Where consent is required for a particular communication, we rely on consent instead.

Newsletters and marketing communications

Where you have subscribed to receive newsletters or other marketing communications from us, we process your contact information to provide such communications.

The legal basis for this processing is your consent.

You may withdraw your consent at any time, for example by using the unsubscribe option included in our communications.

Email tracking

We may use tracking technologies in marketing emails to determine whether an email has been opened and whether links in the email have been clicked.

We use this information to understand engagement with our communications and improve their relevance and effectiveness.

Where required by applicable law, such tracking is carried out based on your consent.

Contract administration, invoicing and financial obligations

We process relevant professional contact and financial administration information to administer customer agreements, invoicing, payments and other financial activities.

Depending on the processing concerned, the legal basis may be our legitimate interest in administering our business relationships or compliance with a legal obligation, such as applicable accounting requirements.

Compliance with legal obligations

We may process personal data when necessary to comply with obligations imposed on us by applicable law or legally binding decisions from competent authorities.

The legal basis is compliance with a legal obligation.

6. Cookies and similar technologies

We use cookies and similar technologies on our websites.

Where required by applicable law, we obtain your consent before using non-essential cookies or similar technologies.

Further information about the cookies and similar technologies we use, their purposes and how you can manage your preferences is available in our Cookie Policy.

7. When providing personal data is necessary

Certain personal data, such as identification, contact and account information, may be necessary to create and administer a user account or otherwise provide our services.

If information that is necessary for a particular service or functionality is not provided, we may be unable to provide that service or functionality.

8. Who we share personal data with

We may share personal data where necessary with:

- other companies within iBinder Group;
- IT, hosting and cloud service providers;
- providers supporting customer relationship management, sales and marketing;
- customer support and communication providers;
- billing and financial administration providers;
- electronic signature and contract administration providers;
- professional advisers;
- competent authorities where disclosure is required by law; and
- parties involved in a merger, acquisition, restructuring, sale or similar corporate transaction.

Where a service provider processes personal data on our behalf, the processing is governed by appropriate contractual requirements.

We do not sell your personal data.

9. International transfers

Where personal data is transferred outside the EU/EEA, we take appropriate measures to ensure that the transfer is carried out in accordance with applicable data protection law.

Depending on the circumstances, such measures may include an adequacy decision by the European Commission, the European Commission's Standard Contractual Clauses or another valid transfer mechanism under applicable data protection law.

You may contact us at gdpr@ibinder.com for further information about safeguards applicable to international transfers.

10. How we protect personal data

We use appropriate technical and organisational measures designed to protect personal data against unauthorised or unlawful access, use, alteration, disclosure, loss or destruction.

Access to personal data is restricted according to relevant business needs and access rights.

Security measures are reviewed and adapted taking into account the nature of the processing and the risks associated with it.

11. Organisation administrators

Our services are primarily provided to businesses and other organisations.

Administrators appointed by a customer may be able to create and administer user accounts, manage permissions and access and otherwise administer the customer's use of the relevant service.

The organisation you represent is responsible for determining who should have administrative access and what access rights should be granted within its environment.

12. How long we retain personal data

We retain personal data only for as long as necessary for the purposes for which it is processed.

This means that personal data may be retained for as long as necessary to:

- provide and administer our services;
- manage our customer or business relationship;
- provide support;
- maintain security;
- fulfil legal obligations; or
- otherwise achieve the purposes described in this Privacy Notice.

The retention period may vary depending on the type of personal data and the purpose for which it is processed.

Where processing for marketing purposes is based on consent, we stop using the personal data for such marketing when the consent is withdrawn. We may retain limited information where necessary to respect your marketing preferences or objection.

When personal data is no longer required, it will be deleted or anonymised unless we are required or permitted by law to retain it for a longer period.

For Customer Data that we process on behalf of a customer, retention is governed by the customer's instructions and the applicable agreement.

13. Your rights

Depending on the circumstances and applicable data protection law, you may have the right to:

- **Access** - request information about the personal data we process about you and obtain a copy;
- **Rectification** - request correction of inaccurate or incomplete personal data;
- **Erasure** - request deletion of your personal data where the applicable requirements are met;
- **Restriction** - request that processing is restricted in certain circumstances;
- **Object** - object to processing based on legitimate interests;
- **Object to direct marketing** - object at any time to the processing of your personal data for direct marketing purposes;
- **Data portability** - receive certain personal data in a structured, commonly used and machine-readable format where the applicable conditions are met; and
- **Withdraw consent** - withdraw your consent at any time where processing is based on consent.

Withdrawal of consent does not affect the lawfulness of processing carried out before the withdrawal.

These rights are subject to the conditions and limitations set out in applicable data protection law.

To exercise your rights, contact:

gdpr@ibinder.com

We may ask for information necessary to verify your identity before fulfilling a request.

Where your request concerns Customer Data that we process on behalf of one of our customers, we may refer you to the relevant customer or assist the customer in handling your request.

14. Automated decision-making and profiling

We do not use personal data to make decisions based solely on automated processing, including profiling, that produce legal effects concerning you or similarly significantly affect you.

15. Complaints

If you have questions or concerns about how we process your personal data, please contact us at gdpr@ibinder.com.

You also have the right to lodge a complaint with a competent data protection supervisory authority.

As iBinder AB is the data controller for the processing described in this Privacy Notice, the Swedish supervisory authority is the Swedish Authority for Privacy Protection (Integritetsskyddsmyndigheten, IMY).

You may also be entitled to lodge a complaint with a supervisory authority in the EU/EEA country where you live or work or where you believe an infringement has occurred.

16. Changes to this Privacy Notice

We may update this Privacy Notice from time to time, for example where our services, processing activities or applicable legal requirements change.

The date of the latest update is stated at the beginning of this Privacy Notice.

Where required, we will provide additional information about material changes.