

Privacy Statement

Effective as of 2024-10-30, last updated 10/2024.

Quinyx AB and our subsidiaries and affiliates (collectively, “Quinyx”, “we”, “us”, or “our”) respect the privacy of individuals who interact with us, such as our website visitors, customers, leads and prospects, business partners, end users, event attendees, job applicants and recipients of marketing communications (“you” or “your”). This “Privacy Statement” describes who we are, how we collect, share and use personal information about you, and how you can exercise your privacy rights.

This Privacy Statement applies to:

- Personal information that is provided to or collected by us (i) through our website www.quinyx.com or any other website that we own or control and which posts or links to this Privacy Statement, and/or (ii) when you visit, interact with us or use any of our offices, events, sales, marketing, and related online and offline activities such as questionnaires or interviews;
- Contact persons at companies who are our customers or potential customers and business partners.

When we refer to any combination of the above in this Privacy Statement, we use the term “Service”.

This Privacy Statement does not apply to our processing of personal information when we act as a processor on behalf of our customers in our role as a service provider.

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Controller and Data Protection Officer

Quinyx AB is the controller of your personal data covered by this Privacy Statement for the purposes of European data protection legislation. This Privacy Statement describes Quinyx in its role as a controller of personal data. Quinyx's role as a data processor is regulated by applicable data processing agreements with the respective data controller.

Quinyx has appointed a Data Protection Officer, who can be contacted at dpo@quinyx.com.

Personal Data We Collect

Information you provide to us. Personal data about you that you provide to us through the Service or otherwise may include:

- **Business and personal contact information**, such as your name, email and mailing addresses, phone number, professional title and company name.
- **Profile information**, such as your username and password that you may set to establish an online account with us, your photograph, interests, and preferences.
- **Registration information**, such as information that may be related to a service, an account or an event you register for.
- **Feedback or correspondence**, such as the information you provide when you contact us with questions, feedback, or otherwise correspond with us online.
- **Demographic Information**, such as your city, state, country of residence, postal code, and age.
- **Financial information**, such as your financial account numbers or payment card information.
- **Transaction information**, such as information about payments to and from you and other details of products or services you have purchased from us
- **Usage information**, such as information about how you use the Service and interact with us, including information associated with any content you upload to the websites or otherwise submit to us, and the information you provide when you use any interactive features of the Service
- **Other information**, that we may collect which is not specifically listed here, but which we will use in accordance with this Privacy Statement or as otherwise disclosed at the time of collection.
- **Sensitive Personal Data**, we recommend that you not share any sensitive personal data with us such as social security number, information related to racial or ethnic origin, political opinions, religion or other beliefs, health, biometrics or genetic characteristics, criminal background, etc. If you provide us with any sensitive personal data when you use the Service, please bring this to our attention. You must consent to our processing and use of such sensitive personal data in accordance with this Privacy Statement.

Information we obtain from social media platforms

We may maintain pages for our company on social media platforms, such as Facebook, LinkedIn, Twitter, Google, YouTube, Instagram, and other third party platforms. When you visit or interact with our pages on those platforms, the platform provider's privacy policy will apply to your interactions and their collection, use and processing of your personal data. You or the platforms may provide us with information through the platform, and we will treat such information in accordance with this Privacy Statement.

Information we obtain from conversations, interviews and customer feedback

We may gather information such as video recordings from user and customer conversations and web conferences, screen recordings from customer Quinyx production environments or video conferences, quantitative feedback from Quinyx users and customers, qualitative data from Quinyx users and customers, Quinyx usage data and contact details to end users.

Information we obtain from other third parties

We may receive personal data about you from third-party sources. For example, a business partner may share your contact information with us if you have expressed interest in learning specifically about our products or services, or the types of products or services we offer. We may obtain your personal data from other third parties, such as marketing partners, publicly-available sources and data providers.

Cookies and Other Information

We, our service providers, and our business partners may automatically log information about you, your computer or mobile device, and activity occurring on or through the Service. The information that may be collected automatically includes your computer or mobile device operating system type and version number, manufacturer and model, device identifier (such as the Google Advertising ID or Apple ID for Advertising), browser type, screen resolution, IP address, the partner or marketing website you visited before accessing our website, general location information such as city, state or geographic area; and information about your use of and actions on the Service, such as pages or screens you viewed, how long you spent on a page or screen, navigation paths between pages or screens, information about your activity on a page or screen, access times, and length of access. Our service providers and business partners may collect this type of information over time and across third-party websites and mobile applications.

On our webpages, this information is collected using cookies, browser web storage (also known as locally stored objects, or "LSOs"), web beacons, and similar technologies, and our emails may also contain web beacons.

How We Use Your Personal Data

We use your personal data for the following purposes and as otherwise described in this Privacy Statement or at the time of collection:

To operate the Service

We use your personal data to:

- provide, operate and improve the Service and our other services
- provide information about our products and services
- establish and maintain your user profile on the Service
- enable security features of the Service, such as sending you security codes via email or SMS, and remembering devices from which you have previously logged in
- communicate with you about the Service, including by sending you announcements, updates, security alerts, and support and administrative messages
- communicate with you about events or contests in which you participate
- understand your needs and interests, and personalise your experience with the Service and our communications
- provide support and maintenance for the Service
- organising visits, events, calls, meetings, seminars or similar
- to respond to your requests, questions and feedback

For research and development

We analyse the use of the Service and our other services to analyse and improve the Service and to develop new products and improve our services, including by studying user demographics and use of the Service and our services.

To send you marketing and promotional communications

We may send you Quinyx-related marketing and promotional communications as permitted by law. You will have the ability to opt-out of our marketing and promotional communications as described in the [Opt out of marketing](#) section below.

To display advertisements

We work with advertising partners to display advertisements on the Service. These advertisements are delivered by our advertising partners and may be targeted based on your use of the Service or your activity elsewhere online. To learn more about your choices in connection with advertisements, please see the section below titled "[Targeted online advertising.](#)"

Targeted online advertising

Some of the business partners that collect information about users' activities on or through the Service may be members of organisations or programs that provide choices to individuals regarding the use of their browsing behaviour or mobile application usage for purposes of targeted advertising.

Users may opt out of receiving targeted advertising on websites through members of the Network Advertising Initiative by clicking [here](#) or the Digital Advertising Alliance by clicking [here](#). European users may opt out of receiving targeted advertising on websites through members of the European Interactive Digital Advertising Alliance by clicking [here](#), selecting the user's country, and then clicking "Choices" (or similarly titled link). Please note that we may also work with companies that offer their own opt-out mechanisms and may not participate in the opt-out mechanisms that we linked above.

In addition, your mobile device settings may provide functionality to limit our, or our business partners', ability to engage in ad tracking or targeted advertising using the Google Advertising ID or Apple ID for Advertising associated with your mobile device.

If you choose to opt-out of targeted advertisements, you will still see advertisements online but they may not be relevant or tailored to you. Even if you do choose to opt out, not all companies that serve online behavioural advertising are included in this list, so you may still receive some cookies and tailored advertisements from companies that are not listed.

Do Not Track

Some Internet browsers may be configured to send “Do Not Track” signals to the online services that you visit. We currently do not respond to “Do Not Track” or similar signals. To find out more about “Do Not Track,” please visit <http://www.allaboutdnt.com>.

For compliance, fraud prevention, and safety

We may use your personal data as we believe necessary or appropriate to comply with applicable laws, lawful requests, and legal process, such as to respond to subpoenas or requests from government authorities and disclose it to law enforcement, government authorities, and private parties as we believe necessary or appropriate to: (a) protect our, your or others’ rights, privacy, safety or property (including by making and defending legal claims); (b) enforce the terms and conditions that govern the Service; and (c) protect, investigate and deter against fraudulent, harmful, unauthorised, unethical or illegal activity. In case of a dispute regarding for example payment, we retain your personal data as long as necessary for us to defend, establish or exercise any claims.

With your consent

In some cases we may specifically ask for your consent to collect, use or share your personal data, such as when required by applicable law.

Without your consent

Where we are required by law to collect your personal data, or where we need your personal data in order to provide the Service to you, if you do not provide this information when requested (or you later ask to delete it), we may not be able to provide you with the Service or our products and services. We will tell you what information you must provide to receive the Service by designating it as required at the time of collection or through other appropriate means.

To create anonymous data

We may create anonymous data from your personal data and other individuals whose personal data we collect. We make personal data into anonymous data by removing information that makes the data personally identifiable to you. We may use this anonymous data and share it with third parties for our lawful business purposes, including to analyse and improve the Service and promote our business.

Automated Decision-Making and Profiling

We may use automated decision-making in regard to your personal data for some services and products, for example, the Service might make recommendations about scheduling preferences based on your previous selections. You can request a manual review of the accuracy of an automated decision that you are unhappy with or limit or object to such automated decision-making and/or profiling by contacting us at dpo@quinyx.com.

Information about Dovetail

We use Dovetail in order to collect and analyse data from performed user research in order to learn about our users experiences and behaviours. Dovetail also helps in maintaining a clear audit trail of research activities. This is important for making informed product and business decisions that are

data-driven and in line with our users needs. We store contact information to anyone who has agreed to be contacted to participate in any future research activity.

Information about Jiminny

By using Jiminny, we can automate and streamline our processes, which reduces the amount of data we handle manually, thereby minimising the risk of human error and enhancing data security. Additionally, Jiminny's real-time analytics and integration capabilities allow us to manage your data more efficiently and securely, ensuring compliance with all applicable privacy laws and regulations.

Information about Hubspot and Salesforce

Our company uses HubSpot and Salesforce to manage customer relationships and communications. These platforms collect and store personal data such as contact information, which is processed in accordance with our privacy policy. Both HubSpot and Salesforce are GDPR-compliant, and we ensure that any data shared with these platforms is handled securely and used solely for business purposes, including customer support, marketing, and service improvements.

Information about Google Workspace

We use Google Workspace for internal data processing and storage. To enhance privacy and comply with applicable data protection regulations, have we updated our settings to ensure that data at rest and data processing are located within the European Union (EU).

Information about Gainsight

We use Gainsight PX to gather insights on how users interact with our platform, enabling us to prioritise key features, enhance user experiences, and personalise in-app guidance. This data helps us monitor product adoption, identify training opportunities, and continually refine our platform to better align with our customers' business needs. The information we collect includes your internal Quinyx user ID, company ID, and user behaviour data related to our services.

Legal Bases for Processing

We use your personal data only as permitted by law. Our legal bases for processing the personal data described in this Privacy Statement are described in the table below.

<p>Processing purpose (click link for details)</p> <p><i>Details regarding each processing purpose listed below are provided in the section above titled "How we use your personal data".</i></p>	<p>Legal basis</p>
<p>To operate the Service</p>	<p>Processing is necessary to perform the contract governing our provision of the Service or to take steps that you request prior to signing up for the Service. If we have not entered into a contract with you, we process your personal data based on our legitimate interest in providing the Service you access and request.</p>
<ul style="list-style-type: none"> ● To administer events and contests ● For research and development ● To support our customers ● To send you marketing communications ● To display advertisements ● To manage our recruiting and process employment applications ● To improve our services ● For compliance, fraud prevention and safety ● To create anonymous data 	<p>These activities constitute our legitimate interests. We do not use your personal data for these activities where our interests are overridden by the impact on you (unless we have your consent or are otherwise required or permitted to by law).</p>
<p>To comply with law</p>	<p>Processing is necessary to comply with our legal obligations.</p>
<p>With your consent</p>	<p>Processing is based on your consent. Where we rely on your consent, you have the right to withdraw it any time in the manner indicated when you consent or in the Service.</p>

Use for new purposes

We may use your personal data for reasons not described in this Privacy Statement where permitted by law and the reason is compatible with the purpose for which we collected it. If we need to use your personal data for an unrelated purpose, we will notify you and explain the applicable legal basis.

How We Share your Personal data

We do not share your personal data with third parties without your consent, except in the following circumstances or as described in this Privacy Statement:

Affiliates

We may share your personal data with our corporate parent, subsidiaries, and affiliates, for purposes consistent with this Privacy Statement.

Service providers

We may share your personal data with third party companies and individuals that provide services on our behalf or help us operate the Service (such as customer support, hosting, analytics, email delivery, marketing, and database management services). These third parties may use your personal data only as directed or authorised by us and in a manner consistent with this Privacy Statement, and are prohibited from using or disclosing your information for any other purpose.

Third-party platforms and social media networks

If you have enabled features or functionality that connect the Service to a third-party platform or social media network (such as by logging in to the Service using your account with the third-party, providing your API key or similar access token for the Service to a third-party, or otherwise linking your account with the Service to a third-party's services), we may disclose the personal data that you authorised us to share. We do not control the third party's use of your personal data. You may access and change your settings through the third party's settings page. If you withdraw our ability to access certain information from a third-party platform or social media network, that choice will not apply to information that we have already received from that third-party.

Professional advisors

We may disclose your personal data to professional advisors, such as lawyers, bankers, auditors and insurers, where necessary in the course of the professional services that they render to us.

For compliance, fraud prevention and safety

We may share your personal data for the compliance, fraud prevention and safety purposes described above.

Business transfers

We may sell, transfer or otherwise share some or all of our business or assets, including your personal data, in connection with a business transaction (or potential business transaction) such as a corporate divestiture, merger, consolidation, acquisition, reorganisation or sale of assets, or in the event of bankruptcy or dissolution. In such a case, we will make reasonable efforts to require the recipient to honour this Privacy Statement.

Retention

We retain personal data for as long as necessary to fulfil the purposes for which we collected it, including for the purposes of satisfying any legal, accounting, or reporting requirements, to establish or defend legal claims, or for fraud prevention purposes.

To determine the appropriate retention period for personal data, we consider the amount, nature, and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes for which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements. Some data will be anonymized and used for service development. When you choose to opt out from any type of communication from us, your personal data will no longer be used for that purpose.

To operate the Service

If you are a contact person for one of our customers, we will retain your personal data during the time you are the contact person or for the entire contract period between us and your employer. We only use anonymized and aggregated data for service development.

To send you marketing and promotional communications

If you are a contact person for one of our customers, we will retain your personal data during the time you are the contact person or for the entire contract period between us and your employer. This is on the condition that you have not previously objected to direct marketing. If you are a contact person for a company that has been flagged as a prospective customer and you have not given consent, we will retain your personal data for no longer than 24 months. This is on the condition that you have not previously objected to direct marketing. If you have consented to us processing your personal data for marketing purposes (e.g., when attending one of our events) we will retain your personal data for as long as you have not withdrawn your consent or objected to direct marketing.

Your Rights and Choices

Your Rights

You may ask us to take the following actions in relation to your personal data that we hold:

- **Access.** Provide you with information about our processing of your personal data and give you access to your personal data.
- **Correct.** Update or correct inaccuracies in your personal data.
- **Delete.** Delete your personal data.
- **Transfer.** Transfer a machine-readable copy of your personal data to you or a third party of your choice.
- **Restrict.** Restrict the processing of your personal data.
- **Object.** Object to our reliance on our legitimate interests as the basis of our processing of your personal data that impacts your rights.
- **Opt out of marketing communications.** You may opt out of marketing-related emails by following the opt-out or unsubscribe instructions at the bottom of the email, or by submitting a request specified below. You may continue to receive service-related and other non-marketing emails.

You may submit these requests by email to dataprivacy@quinyx.com, contact our Data Protection Officer at dpo@quinyx.com, or our postal address provided [below](#). We may request specific information from you to help us confirm your identity and process your request. Applicable law may require or permit us to decline your request. If we decline your request, we will tell you why, subject to legal restrictions.

If you would like to submit a complaint about our use of your personal data or our response to your requests regarding your personal data, you may contact our Data Protection Officer at dpo@quinyx.com or at the contact information found [below](#). You can find your Data Protection Authority [here](#).

Your Choices

You can find more information about your choices in certain situations [here](#).

Security Practices

The security of your personal data is important to us. We employ a number of organisational, technical and physical safeguards designed to protect the personal data we collect. You can read more about our Information Security in regards to our Service by visiting: [Quinyx Security Overview](#). We may modify our Information Security practices, in our sole discretion, at any time.

International Data Transfers

We are headquartered in Sweden and have operations in the United States, Australia and other EU/EEA countries. In addition, we have service providers in the United States and other countries, and your personal data may be transferred to the United States or other locations outside of your state, province, or country where privacy laws may not be as protective as those in your state, province, or country.

If we transfer your personal data out of the EEA to a country not deemed by the European Commission to provide an adequate level of personal data protection, the transfer will be performed:

- Pursuant to the recipient's compliance with standard contractual clauses, or Binding Corporate Rules;
- Pursuant to the consent of the individual to whom the personal data pertains; or
- As otherwise permitted by applicable EEA or national law.

You may contact us if you want further information on the specific mechanism used by us when transferring your personal data out of the EEA.

Children

The Service is not directed to, and we do not knowingly collect personal data from anyone under the age of 16. If a parent or guardian becomes aware that his or her child has provided us with information without their consent, he or she should contact us. We will delete such information that we possess as soon as reasonably practicable. We encourage parents with concerns to [contact us](#).

Your California Privacy Rights

Please see [Appendix A to Privacy Statement](#).

Changes to this Privacy Statement

We reserve the right to modify this Privacy Statement at any time. If we make material changes to this Privacy Statement, we will notify you in an appropriate manner, e.g., by publishing a new version in the Service. We may also provide notification of changes in another way that we believe is reasonably likely to reach you, such as via e-mail (if you have an account where we have your contact information) or another manner through the Service.

How to Contact Us

Please direct any questions or comments about this Policy or privacy practices to dataprivacy@quinyx.com. You may also write to us via postal mail at:

Quinyx AB (556704-4580)
Vattugatan 17
111 52 Stockholm, Sweden