

## **Terms and Privacy Policy**

**We do not sell, trade, or otherwise transfer to outside parties your Personally Identifiable Information. Our policy for the protection of your personal data is strictly compliant with the laws applicable in Sweden and the European Union.**

### **Terms and Conditions**

Last updated: May, 2018

These Terms and Conditions ("Terms", "Terms and Conditions") govern your relationship with <http://www.feedbackonline.com/> website and FeedbackOnline 360 application (the "Service") operated by FeedbackOnline ("us", "we", or "our").

Please read these Terms and Conditions carefully before using our website and our application (the "Service").

Your access to and use of the Service is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all visitors, users and others who access or use the Service.

By accessing or using the Service you agree to be bound by these Terms. If you disagree with any part of the terms then you may not access the Service.

### **Purchases**

If you wish to purchase any product or service made available through the Service ("Purchase"), you may be asked to supply certain information relevant to your Purchase including, without limitation, your credit card number, the expiration date of your credit card, your billing address, and your shipping information.

You represent and warrant that: (i) you have the legal right to use any credit card(s) or other payment method(s) in connection with any Purchase; and that (ii) the information you supply to us is true, correct and complete.

By submitting such information, you grant us the right to provide the information to third parties for purposes of facilitating the completion of Purchases.

### **Availability, Errors and Inaccuracies**

We are constantly updating our offerings of products and services on the Service. The products or services available on our Service may be mispriced, described inaccurately, or unavailable, and we may experience delays in updating information on the Service and in our advertising on other web sites.

We cannot and do not guarantee the accuracy or completeness of any information, including prices, product images, specifications, availability, and services. We reserve the right to

change or update information and to correct errors, inaccuracies, or omissions at any time without prior notice.

## **Accounts**

When you create an account with us, you must provide us information that is accurate, complete, and current at all times. Failure to do so constitutes a breach of the Terms, which may result in immediate termination of your account on our Service.

You are responsible for safeguarding the password that you use to access the Service and for any activities or actions under your password, whether your password is with our Service or a third-party service.

You agree not to disclose your password to any third party. You must notify us immediately upon becoming aware of any breach of security or unauthorized use of your account.

## **Links To Other Web Sites**

Our Service may contain links to third-party web sites or services that are not owned or controlled by us.

We have no control over, and assumes no responsibility for, the content, privacy policies, or practices of any third party web sites or services. You further acknowledge and agree that we shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with use of or reliance on any such content, goods or services available on or through any such web sites or services.

We strongly advise you to read the terms and conditions and privacy policies of any third-party web sites or services that you visit.

## **Termination**

We may terminate or suspend your account immediately, without prior notice or liability, for any reason whatsoever, including without limitation if you breach the Terms.

Upon termination, your right to use the Service will immediately cease. If you wish to terminate your account, you may simply discontinue using the Service.

## **Limitation Of Liability**

In no event shall we, nor its directors, employees, partners, agents, suppliers, or affiliates, be liable for any indirect, incidental, special, consequential or punitive damages, including without limitation, loss of profits, data, use, goodwill, or other intangible losses, resulting from (i) your access to or use of or inability to access or use the Service; (ii) any conduct or content of any third party on the Service; (iii) any content obtained from the Service; and (iv) unauthorized access, use or alteration of your transmissions or content, whether based on warranty, contract, tort (including negligence) or any other legal theory, whether or not we have been informed of the possibility of such damage, and even if a remedy set forth herein is found to have failed of its essential purpose.

## **Disclaimer**

Your use of the Service is at your sole risk. The Service is provided on an "AS IS" and "AS AVAILABLE" basis. The Service is provided without warranties of any kind, whether express or implied, including, but not limited to, implied warranties of merchantability, fitness for a particular purpose, non-infringement or course of performance.

FeedbackOnline its subsidiaries, affiliates, and its licensors do not warrant that a) the Service will function uninterrupted, secure or available at any particular time or location; b) any errors or defects will be corrected; c) the Service is free of viruses or other harmful components; or d) the results of using the Service will meet your requirements.

## **Governing Law**

These Terms shall be governed and construed in accordance with the laws of Sweden, without regard to its conflict of law provisions.

Our failure to enforce any right or provision of these Terms will not be considered a waiver of those rights. If any provision of these Terms is held to be invalid or unenforceable by a court, the remaining provisions of these Terms will remain in effect. These Terms constitute the entire agreement between us regarding our Service, and supersede and replace any prior agreements we might have between us regarding the Service.

## **Privacy Policy**

### **Information Collection And Use**

While using our Service, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally identifiable information may include, but is not limited to, your email address, name, phone number, postal address ("Personal Information").

## **Log Data**

We collect information that your browser sends whenever you visit our Service (“Log Data”). This Log Data may include information such as your computer’s Internet Protocol (“IP”) address, browser type, browser version, the pages of our Service that you visit, the time and date of your visit, the time spent on those pages and other statistics.

In addition, we may use third party services such as Google Analytics that collect, monitor and analyze this type of information in order to increase our Service’s functionality. These third party service providers have their own privacy policies addressing how they use such information.

## **How do we use your information?**

We may use the information we collect from you when you register, make a purchase, sign up for our newsletter, respond to a survey or marketing communication, surf the website, or use certain other site features in the following ways:

- To personalize your experience and to allow us to deliver the type of content and product offerings in which you are most interested.
- To quickly process your transactions.
- To ask for ratings and reviews of services or products
- To follow up with them after correspondence (live chat, email or phone inquiries)

## **How do we protect your information?**

We make all reasonable efforts to keep our servers, applications and databases secure and free from unauthorized access and use, by using physical, administrative and technological measures to protect the information maintained. Unfortunately, no one can guarantee 100% security. In case of particular security concerns about certain personal information, it is up to you to decide not to transmit that information over the Internet.

## **Do we use 'cookies'?**

Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer’s hard drive.

We use “cookies” to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Service.

### **Third-party disclosure**

We do not sell, trade, or otherwise transfer to outside parties your Personally Identifiable Information unless we provide users with advance notice. This does not include website hosting partners and other parties who assist us in operating our website, conducting our business, or serving our users, so long as those parties agree to keep this information confidential. We may also release information when it's release is appropriate to comply with the law, enforce our site policies, or protect ours or others' rights, property or safety.

However, non-personally identifiable visitor information may be provided to other parties for marketing, advertising, or other uses.

### **Third-party links**

Occasionally, at our discretion, we may include or offer third-party products or services on our website. These third-party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. Nonetheless, we seek to protect the integrity of our site and welcome any feedback about these sites.

### **Other Websites**

The Website may contain links to other websites, digital platforms or Internet resources. When clicking on one of those links you are contacting another website or Internet resources that may collect personal information voluntarily or through cookies or other technologies. We have no responsibility, liability for, or control over those other websites or Internet resources or their collection, use and disclosure of your personal information. We recommend you to review the privacy policies of those other websites and Internet resources to understand how they collect and use information.

### **How does our site handle Do Not Track signals?**

We honor Do Not Track signals and Do Not Track, plant cookies, or use advertising when a Do Not Track (DNT) browser mechanism is in place.

### **Does our site allow third-party behavioral tracking?**

It's also important to note that we allow third-party behavioral tracking.

### **Children's Privacy**

Our Service does not address anyone under the age of 13 ("Children").

We do not knowingly collect personally identifiable information from children under 13. If you are a parent or guardian and you are aware that your Children has provided us with Personal Information, please contact us. If we discover that a Children under 13 has provided us with Personal Information, we will delete such information from our servers immediately.

### **General information**

Our policy for the protection of your personal data is strictly compliant with the laws applicable in Sweden and the European Union:

The Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data. The Directive 95/46/EC will be replaced by EU General Data Protection Regulation (GDPR) as it enters into force May 2018.

Please note that we assume no responsibility regarding the privacy policy of the websites or digital platforms that are hyperlinked with the Website.

### **Online Privacy Policy Only**

This privacy policy applies only to our online activities and is valid for visitors to our website and mobile app users and regarding information shared and/or collected there. This policy does not apply to any information collected offline or via channels other than this website and 360 application.

### **Disclaimer for FeedbackOnline**

If you require any more information or have any questions about our site's disclaimer, please feel free to contact us by email at: [shirley.lane@sharinginsight.com](mailto:shirley.lane@sharinginsight.com)

All the information is published in good faith and for general information purpose only. We do not make any warranties about the completeness, reliability and accuracy of this information. Any action you take upon the information you find on our website, is strictly at your own risk. We will not be liable for any losses and/or damages in connection with the use of our website.

From our website, you can visit other websites by following hyperlinks to such external sites. While we strive to provide only quality links to useful and ethical websites, we have no control over the content and nature of these sites. These links to other websites do not imply a recommendation for all the content found on these sites. Site owners and content may change without notice and may occur before we have the opportunity to remove a link which may have gone 'bad'.

Please be also aware that when you leave our website, other sites may have different privacy policies and terms which are beyond our control. Please be sure to check the Privacy Policies of these sites as well as their "Terms of Service" before engaging in any business or uploading any information.

## **Changes**

We reserve the right, at our sole discretion, to modify or replace these Terms at any time. We will notify you of any changes by posting the new Terms and Privacy Policy on this page. You are advised to review this Terms and Privacy Policy periodically for any changes. Changes to this Terms and Privacy Policy are effective when they are posted on this page. By continuing to access or use our Service, website or Mobile Application, after those revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms, please stop using the Service.

## **How you can contact us**

If you have any questions about our privacy policy, or you wish to update, delete or request any information about your data held by us, please e-mail: [shirley.lane@sharinginsight.com](mailto:shirley.lane@sharinginsight.com); or telephone: +46 (0) 31 721 9030; or write to us at: FeedbackOnline, Kungstorget 2, 41117 Gothenburg, Sweden. If you have a complaint regarding any matter under this privacy policy or how we handle data, you may contact us at the above address. This Privacy Policy is governed by Swedish law and the place of performance of obligations will be Gothenburg.

## **Consent**

By using our website and/or our 360 Application, you hereby consent to our Terms and Privacy Policy and agree to its conditions.