

Privacy Policy – Processing of Personal Data (GDPR)

1. Data Controller

The organisation or person operating this website is the data controller for the processing of personal data in the service.

Contact details are available via the contact function on the website.

2. What Personal Data We Collect

We only collect personal data that you choose to register in the service. This may include:

- account details (e.g. email address and username)
 - information about animals or other items you register
 - diary entries, events and logs
 - calendar bookings or planned activities
 - other information you choose to add to the service

In addition, certain technical information may be collected automatically when you use the website, for example:

- IP address
 - browser type and device type
 - date and time of use
 - technical log data for operation, troubleshooting and security

3. Purposes of Processing

Personal data is processed in order to:

- create and administer user accounts
 - provide the service's functions
 - store and display the information you register
 - enable bookings, notes and register functions
 - ensure operation, troubleshooting and IT security
 - improve the service's functionality and user experience
 - comply with any legal obligations

4. Legal Basis for Processing

Processing of personal data is carried out on the following legal bases under the GDPR:

- Contract – processing is necessary to provide the service to you
 - Consent – when you voluntarily provide data in the service
 - Legitimate interest – for example for secure operation, development and protection against misuse
 - Legal obligation – when the law requires that data be retained

5. Retention of Personal Data

Personal data is retained for as long as your user account is active.

If you choose to delete your account or request deletion of your data, the following applies:

- your personal data and content are deleted from the active system within 30 days
 - during this period, data is retained only to allow recovery in case of mistake or technical issues
 - backups may contain data for a limited period but are overwritten automatically according to the

system's backup cycle

After this period, the data is permanently removed from active systems.

6. Payments and Payment Data

If the service offers payments, these are processed via an external payment provider.

The website does not store card details or other sensitive payment information such as card numbers, CVC codes or full payment details.

Such data is handled directly by the payment provider in accordance with their own security and privacy policies.

The website may however store limited transaction information, for example:

- transaction ID
 - payment status
 - date and time of payment
 - which service or subscription the payment relates to

This information is retained only to:

- verify that a payment has been completed
 - handle support and invoicing enquiries
 - comply with accounting and legal requirements

7. Sharing of Personal Data

We do not sell, rent or share your personal data with third parties for marketing.

Personal data may be processed by external providers who supply technical services, for example:

- hosting or server operation
 - system operation and security
 - backup and technical infrastructure
 - payment providers for processing payments

Such providers act as data processors and process data only in accordance with our instructions and applicable data processing agreements.

8. Transfer of Personal Data Outside the EU/EEA

If personal data is processed by service providers outside the EU/EEA, we ensure that the transfer is made in accordance with the GDPR, for example through:

- the EU Commission's standard contractual clauses
 - an adequate level of protection pursuant to EU decisions
 - other approved safeguards

9. Security

We take appropriate technical and organisational measures to protect personal data against unauthorised access, loss or manipulation.

Examples of security measures:

- encrypted connections (HTTPS)
 - restricted access to systems and databases
 - backup
 - logging and monitoring of systems

10. Cookies and Technical Storage

The website may use cookies or similar technologies to:

- enable login and account functions
 - remember settings
 - analyse how the service is used
 - improve functionality and performance

You can control or delete cookies yourself via your browser settings.

11. Your Rights

Under data protection law you have the right to:

- obtain access to the personal data we process about you
 - request correction of incorrect data
 - request deletion of your data
 - request restriction of processing
 - object to certain processing
 - request data portability (receive your data in a machine-readable format)

If processing is based on consent, you have the right to withdraw that consent at any time.

12. Complaints to the Supervisory Authority

If you consider that your personal data is processed in breach of applicable data protection law, you have the right to lodge a complaint with the supervisory authority.

In Sweden, the supervisory authority is the Swedish Authority for Privacy Protection (IMY).

13. Changes to the Policy

This privacy policy may be updated as needed, for example when the service or legislation changes. The current version is always published on the website.

14. Contact

If you have questions about this privacy policy or how your personal data is processed, you can contact us via the contact function on the website.