

Privacy Policy

Introduction

Fjolde's website domain is <https://fjolde.com> and we are a digital interactive restaurant menu provider that aims to supply restaurants, cafes, and bars to simplify their operations digitalization migration with our competitive menu systems.

This Privacy Policy provides information on the collection, use, and sharing of personal information by Fjolde ("we" or "us") in connection with your use of Fjolde website and applications.

This Privacy Policy was last updated on March 25, 2022. However, the Privacy Policy can change over time, for example, to comply with legal requirements or to meet changing business needs.

Scope

This Privacy Policy applies to the processing of personal information by Fjolde of:

Visitors and users of Fjolde website

Customers and prospective customers and their representatives

Subscribers to Fjolde's newsletters

This Privacy Policy does not apply to the following activities:

Personal information collected about you by Fjolde customers. Fjolde customers are responsible for their own personal information collection and processing practices, including when customers use Fjolde to process your personal information. To know more about our customers' use of personal information about you, you are encouraged to review the relevant privacy policy of the company who collected your information from you. You can consult that company directly if you have any further questions about its use of information about you.

Personal information you provide on third party sites not controlled by Fjolde. When you interact with our Website, you also have the ability to link or connect with non-Fjolde websites, services, social networks, applications or other features. Enabling these features will lead to other parties than processing information about you. Fjolde does not have any control over these features of other parties. We encourage you to review the privacy policies of these parties before using these features.

Summary

When you create an account with us, you supply us with your personal information (first name, last name, email, phone number, company name, etc.). We keep this data in a secure location. We use this information to better serve you. This information is only available to employees, contractors, and subcontractors of Fjolde and is never distributed for commercial gain with unauthorized individuals or enterprises.

When you use our services' products on your website/app/print campaigns, we gather non-personally identifiable information about your visitors/users for internal insights and helpful information on Fjolde's blogs, social media, and so on.

Which categories and specific pieces of personal information do we process?

Fjolde processes information about you collected directly from you both offline and online, including when you create an account to access Fjolde products and services.

Information about you may also be provided to Fjolde by selected third party sources, such as data aggregators who may not have a direct relationship with you or by third parties who collect information about you on behalf of Fjolde such as when you download a Fjolde e-book.

There are specific pieces of information about you that Fjolde may collect and process depending on your interaction with Fjolde which includes the following:

Name and physical address, email addresses, telephone numbers, your company or restaurant name.

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Photographs that identify you and testimonials

Transactional data, including products and services ordered, your financial details and payment methods

Company data such as the name, size and location of the company you work for and your role within the company as well as publicly available company information and activity associated with your company data

Data from surveys conducted by Fjolde or by third parties on behalf of Fjolde and publicly available information, such as social media posts

Email correspondence data from customer support and scheduled demo sessions from Sales team

Unique IDs such as your mobile device identifier or cookie ID on your browser

IP address and information that may be derived from IP address, such as geographic location

Information about a device you use, such as browser, device type, operating system, the presence or use of “apps”, screen resolution, and the preferred language

Certain location or geolocation information you provide directly or through automated means, if you choose to enable location based services from your device

Behavioral data of the internet connected computer or device you use when interacting with the sites, such as advertisements clicked or viewed, sites and content areas, date and time of activities or the web search used to locate and navigate to a site

Certain online information about you or device information may originate from the use of cookies and similar technologies (for example, pixel tags and device identifiers) on our sites or sites of third parties.

Please note that Fjolde does not control the content that you may post to Fjolde community forums or social networks; in some cases, such content may be publicly available on the Internet. You should carefully consider whether you wish to submit personal information to these forums or social networks and whether you wish to make your profile available to other users, and you should tailor any content you may submit accordingly.

Why and how do we use your personal information?

Fjolde uses your personal information for the following business purposes:

to communicate and respond to your requests and inquiries to Fjolde when you submit contact forms on our sites, reach out to us via email, or by visiting social media platforms

To create your Fjolde account and deliver functionality on our sites. This happens if you register with us as free or paid users, we need to process the personal information provided by you so that we can create a Fjolde account for you.

to engage in transactions with customers, suppliers and business partners and to process orders for Fjolde products and services;

to analyze, develop, and improve the use, function and performance of our sites and products and services;

to manage the security and operation of our sites, facilities, and networks and systems; and

to comply with applicable laws and regulations and to operate our business.

We may also use your personal information for the following commercial purposes:

to administer subscriptions of Fjolde newsletters;

to market our products and services or related products and services, and to tailor our marketing and sales activities to your or your company's interests; and

to provide select business-to-business services to Fjolde customers using publicly available information about companies which may include personal information such as the name of a company's CEO that is publicly available.

How can we share your personal information?

Sharing within Fjolde

Personal information is only available to employees, contractors, and subcontractors of Fjolde.

Fjolde employees are authorized to access personal information only to the extent necessary to serve the applicable purpose(s) and to perform their job functions.

Sharing with third parties

We may share personal information with the following third parties intended for business purposes:

Third-party service providers such as but not limited to credit card processing services, order fulfillment, analytics, event/campaign management, website management, information technology and related infrastructure provision, customer service, e-mail delivery, auditing, and other similar service providers in order for those service providers to perform business functions on behalf of Fjolde;

Relevant third parties in the event of a reorganization, merger, sale, joint venture, assignment, transfer or other disposition of all or any portion of our business, assets or stock (including in connection with any bankruptcy or similar proceedings);

As required by law, such as to comply with a subpoena or other legal process, when Fjolde believes in good faith that disclosure is imperative in order to protect our rights, protect your safety or the safety of others, investigate fraud, or respond to government requests, including public and government authorities outside your country of residence, for national security and/or law enforcement purposes.

We may share personal information with the following third parties for a commercial purpose:

Fjolde partners that offer complementary products and services or with third parties to facilitate interest-based advertising; and

When third parties are given access to personal information, we will take appropriate contractual, technical and organizational measures designed to ensure that personal information is processed only to the extent that such processing is necessary, consistent with this Privacy Policy, and in accordance with applicable law and statutes.

How do we protect your personal information?

Fjolde implemented appropriate technical, physical and organizational measures designed to protect personal information against accidental or unlawful destruction or accidental loss, damage, alteration, unauthorized disclosure or access, as well as all other forms of unlawful processing.

Likewise, we do not sell your data and have not sold data in the past 12 months.

Cookies and similar technologies we use

Fjolde uses cookies and similar technologies (e.g., pixel tags and device identifiers) to recognize you and/or your device(s) on, off, and across different services and devices for business purposes only.

When do we use cookies and similar technologies?

Cookies are small text files that contain a string of characters and uniquely identify a browser on a device connected to the Internet. We place cookies in your browser when you visit Fjolde website and non- Fjolde sites that host our plugins or tags.

Depending on your jurisdiction, you may be presented with different consent options, including the option to reject all non-essential cookies, prior to Fjolde placing cookies on your browser. Visitors from all jurisdictions are provided with functionality to opt out of non-required cookies using the cookie preferences tool.

We use cookies and other technologies on our website to ensure the best possible and secure experience on our site and to provide you with tailored information on products and services. Fjolde also uses cookies or similar technologies on its sites to collect online information such as your mobile device ID, IP address, and other information about your device, as well as behavioral data of your device usage on our sites (e.g., pages viewed, links clicked, documents downloaded).

How can I manage my cookie preferences?

If you are a visitor of our Website, you can use our cookie preferences tool to opt out of cookies that are not required to enable core site functionality, such as advertising and functional cookies.

If you do not want to receive cookies, you can also change your browser settings on your computer or other device you are using to access our services. Most browsers also provide functionality that lets you review and delete cookies, including Fjolde cookies.

How you can exercise your data privacy rights

You have multiple privacy rights with respect to the information we process about you. Applicable laws will be governed. You can do the following in order to protect or restrict the processing of your personal information:

Opt-out of our use or sharing of your personal information: You can withdraw your consent you have previously provided for the processing of information about you, including for email marketing by Fjolde.

Delete personal information: You can ask us to erase or delete all or some of the information about you.

Change or correct personal information: You can edit some of the information about you by. You can also ask us to change, update, or fix information about you in certain cases, particularly if it is inaccurate.

Object to, or limit or restrict use of personal information: You can ask us to stop using all or some of the information about you (for example, if we have no legal right to keep using it) or to limit our use of it (for example, if the information about you is inaccurate).

Right to access and/or have your information provided to you: You can also ask us for a copy of information about you and can ask for a copy of information about you provided in machine-readable form if you reside in the EU, California, or other jurisdiction that provides you this right as a matter of law.

If you are authorized to make an access or deletion request on behalf of a data subject, please reach out to us via info@fjolde.com and indicate that you are an authorized agent. We will provide you with instructions on how to submit a request as an authorized agent on behalf of a data subject.

Do you collect sensitive data and information from children?

Sensitive personal information

We do not accept any sensitive personal information (for example, government-issued IDs, information related to racial or ethnic origin, political opinions, religion or other beliefs, health, genetic, or biometric data, criminal background, or trade union membership) and condone such acts from any senders.

Children's privacy

As a company focused on serving the needs of the food business industry, Fjolde website is not directed to minors.

We do not promote or market its services to minors. We also do not collect personal information from minors and children.

To ensure that any information of children is not shared inappropriately, please notify us via info@fjolde.com immediately if you believe that we mistakenly or unintentionally collected personal information of a minor through our Website without appropriate consent. This way, we can immediately delete the information from our servers and make any other necessary corrections.

Please use the same email whenever you request to remove content or information that was posted to our sites when the registered user was under the age of 16. Please note that such requests may not ensure complete or comprehensive removal of the content or information, as, for example, some of the content may have been reposted by another user.

Where do I send my data protection queries and issues

If you believe your personal information has been used in a way that is not consistent with the Privacy Policy or your choices, or if you have further questions, comments, or suggestions related to this Privacy Policy, please contact us by sending us an email via info@fjolde.com.

Comments Policy

When guests leave comments on the website, we gather the information displayed in the comments section as well as the guest's IP address and browser user agent string to aid in spam identification.

An anonymized string derived from your email address (also known as a hash) may be transmitted to the Gravatar service to determine whether or not you are using it. The Gravatar service's privacy policy can be found at <https://automattic.com/privacy/>. Your profile image is shown to the public in the context of your comment after it has been approved.

Media

If you upload images to the site, you should prevent including embedded location information (EXIF GPS). Visitors to the website can save and extract any location information from the website's images. This is to ensure the safety of your online identity.

Embedding content from other websites

This website's articles may include embedded content (e.g., videos, images, articles, etc.). Embedded content from other websites operates exactly like if the visitor had visited the other website.

These websites may gather information about you, use cookies, embed extra third-party monitoring, and monitor your engagement with embedded material, including tracking your engagement with embedded content if you have an account and are logged in to that website.

Who we share your data with

If you request a password reset, the reset email will include your IP address.

What rights do you have in relation to your data?

You can request an exported file of the personal data we hold about you, including any data you have provided to us, if you have an account on this site or have left comments. You can also ask us to delete any personal information we have on file for you.

This excludes any data that we are required to keep for administrative, legal, or security reasons.

Where we send your data

We send your data to an automatic spam detection service where we validate if the user commenting is a real visitor or not.