

## Processing of your personal data as part of cultivating and establishing of a customer relation and when fulfilling customer agreements

Action	Personal data	Purpose	Legal basis	Retention period	Transfers
Cultivating potential or existing customer relations	Name, company, address, title, email address, phone number.  Often, we will process this data if you provide it to us, e.g., as part of your email signature, on your business card etc. However, we may also collect personal data about you from other sources, e.g., public information such as company or university websites, LinkedIn, etc.	The purpose of the collection, use and storage of this information about you is for us to establish and maintain our relations to you and your business.	The legal basis is the contract between Visiopharm and you or your company, cf. GDPR Article 6(1)(a) and Visiopharm's legitimate interests, including the establishing and maintaining of customer relations, cf. GDPR section Article 6(1)(f).	The data will be retained if they are relevant to the existing or potential customer relations and for an additional period of up to 24 months hereafter.	Our systems are hosted by HubSpot in Ireland, Outreach in the US and Microsoft Office 365 (CRM Dynamics, SharePoint online) in EU. These third parties will act solely on our behalf and on our instructions and must not use the information for their own purposes. Data is transferred to the USA based on EU Standard Contractual Clauses.
Customer relations	Name, address, company, title, email address and phone number.	We process this information to establish a customer relationship and for contract management and invoicing purposes.	The legal basis is the contract between Visiopharm and the customer, cf. GDPR Article 6(1)(a) and Visiopharm's legitimate interests, including the establishing of customer relations, cf. GDPR Article 6(1)(f).	The information will be retained during the term of the customer relationship and for an additional period of 24 months, unless shorter or longer retention period is necessary due to specific circumstances or required by applicable law.	Our systems are hosted by Microsoft Office 365 (CRM Dynamics) in EU and Columbus (Microsoft - Navision Dynamics) EU. These third parties will act solely on our behalf and on our instructions and must not use the information for their own purposes.
Support, maintenance, and training	Name, address, company, title, email address and phone number.	We will register this information for administration purposes, including internal reporting and to enable Visiopharm to provide services.	The legal basis is the contract between Visiopharm and the customer, cf. GDPR Article 6(1)(a) and Visiopharm's legitimate interests, cf. GDPR Article 6(1)(f).	The data will be retained if they are relevant to the customer relations and for an additional period of up to 24 months hereafter.	Our systems are hosted by Microsoft Office 365 (CRM Dynamics) in EU. Microsoft will act solely on our behalf and on our instructions and must not use the information for their own purposes.
Administration of software license	Slide information and user information.	Consumption based counting.	The legal basis is the contract between Visiopharm and you or your company, cf. GDPR Article 6(1)(a).	The data will be retained if you or your company have a valid subscription and for an additional period of 24 months, unless shorter or longer retention period is necessary due to specific circumstances or required by applicable law.	This feature is hosted by 10Duke Software Limited in the UK. 10Duke Software Limited will act solely on our behalf and on our instructions and must not use the information for their own purposes.

Customer Center	Account data information (username and password).  Such data is protected behind a separate register log-in on our website.	We process this information to give you access to our Customer Center.	The legal basis is the contract between Visiopharm and you or your company, cf. GDPR Article 6(1)(a).	The data will be retained if you or your company have a service agreement in place with Visiopharm and for an additional period of 24 months.	Our systems are hosted by Microsoft Office 365 (CRM Dynamics) in EU. Microsoft will act solely on our behalf and on our instructions and must not use the information for their own purposes.
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### Processing of your personal data as part of our handling of suppliers and supply agreements

Action	Personal data	Purpose	Legal basis	Retention period	Transfers
Handling supplier information	Name, address, company, title, email address and phone number.	We process this information for contract management and invoicing purposes.	The legal basis is the contract between Visiopharm and you or your company, cf. GDPR Article 6(1)(a).	The information will be retained during the term of the business relationship and for an additional period of 24 months, unless shorter or longer retention period is necessary due to specific circumstances or required by applicable law.	Our systems are hosted by Microsoft Office 365 (CRM Dynamics) in EU and Columbus (Microsoft - Navision Dynamics) EU. These third parties will act solely on our behalf and on our instructions and must not use the information for their own purposes.

If you have any questions please contact Visiopharm by sending a message to [privacy@visiopharm.com](mailto:privacy@visiopharm.com) or by sending a letter to Visiopharm A/S, Agern Allé 24, DK-2970 Hørsholm, Denmark.