

Privacy Policy

This Privacy Policy document describes how we process and protect your personal information and explains your rights.

Privacy is very important to us at IOS Hugbúnaður ehf., [registration number 500107-0730, Hlíðasmári 2, 201 Kópavogur, ICELAND] (also referred to “IOS” or “we”). We work hard to ensure that the personal information provided to us is secure and held in strict confidence. This Privacy Policy document describes how we process and protect personal information that you provide, explains the rights and options you have to control your personal information and protect your privacy.

If you are unsure of how this policy concerns you, please contact the Privacy Supervisor for more information, cf. Article [9] of this Privacy Policy.

Article 1 – Purpose and Legal Obligation.

We seek to comply fully with privacy legislation and this policy is based on the current Data Protection Act as well as on the EU General Data Protection Regulation (“GDPR”), or any subsequent, and successor, legislation. IOS has updated its privacy policy to comply with the GDPR.

IOS as controller is responsible for your personal data and must comply with the applicable privacy regulation. We collect and process your personal data on the basis of your consent.

Article 2 - Collection and use of personal information.

To be able to process your notifications/issues via Munizapp, IOS may collect and use specific types of information, which may include Personal Information. Personal data/information means any information that can be used to identify a person directly and indirectly. This information may include, among other, the following information:

- Location information: IOS may collect and store information about the location of reported issue/notification, if such service is enabled on your device. You may be able to change the settings on your device to prevent it from providing us with information about your location.
- Mobile phone ID: When you submit a notification/issue via Munizapp App on your mobile phone, we collect the phone ID of the device to be able to send a message to you from your Municipality personal regarding the processing of your notification/issue.
- Photos and videos: If you attach photos or videos to issues/notifications submitted to your Municipality via Munizapp App we collect the photos and/or videos so that the Municipality personal (receiver) can identify and better understand the reported issue/notification.

In addition, the receiver of the reported issue/notification (Municipality personal) may collect and process the data in his Case Management System integrated to Munizapp. The data are processed primarily in order to perform governmental duties.

Article 3 - How your personal information is used.

Your data will be used by IOS and by your Municipality (receiver of your issue/notification) as follows:

- To identify a problem in your local environment that needs to be fixed.
- To contact you regarding the processing of the issue/notification.
- To inform other users of the Munizapp App that the issue has been reported by someone.
- To inform other users of the Munizapp App about processing of reported issues.

Article 4 - Protection of data.

IOS has security measures in place to protect against the loss, misuse and alteration of the information under our control. We do our utmost to protect personal information and prevent unauthorised access to it. Our security measures consist of encryptions, firewalls, etc. We are constantly improving our security measures to keep up with technological developments.

Article 5 - Sharing Information with third parties.

When you report an issue/notification with the Munizapp App to your Municipality – the receiver of the issue/notification, the information you provide may be passed on to the receiver's back-end Case Management System via Web Service in order for them to properly provide their services. The receivers (Municipalities) use your data solely to process the issues and fix reported problems.

IOS is not responsible and does not have control over any third-party Case Management Systems or other receivers applications.

Article 6 – Cookies.

A cookie is a small file of letters and numbers that is stored on your computer.

Munizapp does not use Cookies.

Article 7 – Changes and corrections to personal data.

It is important that the personal data processed by IOS are both accurate and pertinent. Therefore, it is important that we are notified of any changes that may occur to your personal data. You have the right to have unreliable personal data about you corrected. Taking into account the purpose of processing your personal data, you also have the right to have incomplete personal data about you completed, including by submitting additional information.

Please direct all updates to the Privacy Supervisor, cf. Article 9 of this Policy.

Article 8 – Your Legal Rights.

You have certain legal rights in respect of the personal data we process about you. These include a right to:

- request information about how we process your personal data and obtain a copy of that personal data;
- request that your personal data be provided to you in a structured, commonly used and machine-readable format and to have that information transmitted to another organisation in certain circumstances;

- request information about how we process your personal data and obtain a copy of that personal data;
- request that we restrict the processing of your personal data so that we no longer process it until the restriction is lifted;
- object the processing your personal data which we process on the basis of legitimate interests;
- object to decisions being made about you based solely on automated processing if that decision produces legal effects about you or significantly affects you;
- request the erasure of your personal data (subject to certain conditions);
- lodge a complaint with a supervisory authority if you believe that our processing your personal data infringement:
- ask us to cancel all marketing messages sent from us to you at any time. You can also follow the opt-out link on any marketing message that we send to you.

You have the right at any time to demand information about whether and what personal information about you is stored by IOS and how it is stored. Such enquiries should be sent by e-mail to info@munizapp.com. The email shall entail a copy of appropriate identification such as a copy of your passport or ID card in order to verify your identity. Identity (for example, a copy of your ID card or passport) as an attachment to that e-mail. All requests will be processed within a month.

Article 9 – Contact Information.

Our data protection manager (“DPM”) is responsible for answering questions regarding this privacy policy. Please contact our DPM if you have any questions about this privacy policy. DPM contact details:

DPM name and work title: Gunnar Páll Þórisson, CEO

Email address: gunnar@idega.com

Phone number: +354 554 7557

The Company’s contact information:

IOS Hugbúnaður ehf.

Hlíðasmári 2

201 Kópavogur, Iceland

Email address: idega@idega.is

Article 10 – Revision

IOS may update this privacy policy in accordance with changes to applicable laws or regulations or as a result of changes in the way we process personal data.

Any changes that may be made to this Policy will take effect after the updated version has been published on the Company's website.

This privacy policy was last updated on 06 April 2021, if you would like previous version please contact us.