

Ossiform[®] Privacy- and Cookies Policy

Revision 1.3
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Ossiform[®] ApS

This Privacy Policy explains how Ossiform[®] collects and uses personal data and describes the rights you have with respect to your personal data.

In this Privacy policy, "Ossiform[®] ApS" ('us', 'we', or 'our') refers to the legal entity operating <https://www.ossiform.com> ("the Site").

In this Privacy policy, personal data means any information which relates to an individual and which identifies that individual, either directly or indirectly, such as your name or your contact information. You can find more information under section "What data is covered?" below.

Purposes for which we process personal data

Ossiform[®] collects, processes and stores personal data for a variety of purposes. We collect personal data directly from you to pursue our legitimate business interests.

- To administer and manage Our Site, including to confirm and authenticate your identity and analyze site traffic information
- To maintain and develop our business and services
- To provide you with marketing communications
- To understand how visitors use the features and functions of Our Site
- To monitor and enforce compliance with applicable terms of use
- To ensure compliance with Ossiform[®]'s Quality Management System
- To allow services and information to be delivered effectively to you
- Any other purpose for which you provided information to Ossiform[®]

Ossiform[®] is the controller of the personal data unless otherwise stated. You will find more detailed information about how we collect, process and store personal data in the sections below.

What data is covered?

In this privacy policy, "*personal data*" means any information relating to an individual who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, email address, phone number, organization, an identification number or an online identifier.

Your rights in relation to personal data

- **The right to access:** You have the right to request Ossiform[®] for copies of your personal data. (We may charge you a small fee for this service, if you request several copies)

- **The right to rectification:** You have the right to request that Ossiform[®] correct any information you believe is inaccurate. You also have the right to request Ossiform to complete information you believe is incomplete.
- **The right to erasure:** You have the right to request that Ossiform[®] erase your personal data, under certain conditions.
- **The right to restrict processing:** You have the right to request that Ossiform[®] restrict the processing of your personal data, under certain conditions.
- **The right to object to processing:** You have the right to object to Ossiform[®]'s processing of your personal data, under certain conditions.
- **The right to data portability:** You have the right to request that Ossiform[®] transfer the data that we have collected to another organization, or directly to you, under certain conditions. If you make a request, we have one month to respond to you. If you would like to exercise any of these rights, please contact us by email at info@ossiform.com.
- **The right to retract your consent:** Where you have provided personal data voluntarily, or otherwise consented to its use, the right to withdraw your consent.

Complaints

If you are concerned about a possible breach of privacy law or any other regulation by Ossiform[®], you can contact us at info@ossiform.com. After contacting us, your complaint will be investigated, and you will be given information about how it will be handled.

You also have the right to complain to the Danish data protection authority (Datatilsynet). Their contact information can be found on <https://www.datatilsynet.dk/>

How we collect personal data

Data collection from visitors to Our Site

Data that we collect from you when you visit Our Site falls into two categories.

Registration is not required for you to use Our Site. If you are an unregistered visitor, meaning that you have not voluntarily submitted any personal data to us or given your consent to receive communications from us, we do not collect any personal data about you when you visit Our Site. As an unregistered visitor, only anonymous log data is collected as described below (See section: *"Information that we collect automatically"*). On the other hand, if you provide us with your personal data, for example by contacting us via the Site or submitting it via one of our forms, we collect your personal data as described under the section: *"Information that you provide voluntarily"*. For information about how we process and store your personal data, see section *"How we process and store your personal data"* below.

Information that we collect automatically when you visit Our Site

When you visit Our Site, we collect anonymous information about how your device has interacted with Our Site, including the pages accessed, your consent to data processing, date and time you visited the Site, and links clicked (i.e. "Log Data"). Collecting this information enables us to better understand the visitors who come to Our Site and what content on Our Site is of interest to them. We use this information for our internal analytics purposes, and to improve the quality and relevance of Our Site to secure the best possible website experience for our visitors. Information will be collected using cookies and similar tracking technology, as explained further in the **Ossiform[®] Cookies Policy**

below. Note that if the “Do Not Track” or “Global Privacy Control” setting in your browser is enabled, Marketing cookies will be disabled by default.

Information that you provide voluntarily when you visit Our Site

We collect personal data that you provide voluntarily through Our Site. For example, we collect and process your personal data if you:

- Register online or place an order for any of our products or services.
- Send an inquiry via any of the contact forms on the Site or by email.
- Complete any of our online forms to subscribe to a newsletter or to receive marketing communications from us.
- Sign up to our mailing list.
- Sign up to receive content from Ossiform.
- Send a job- or internship application.

The personal data that we collect about you may include the following:

- Name
- Job title, role, or job function
- Company or organization
- Contact information, including primary email address and telephone numbers
- Demographic information, such as country of residence
- Information pertinent to fulfilling our services to you
- Any other personal data that you voluntarily choose to provide to us

We do not intentionally collect sensitive personal data about you, unless you provide us with such data. If you choose to provide any sensitive personal data in this manner, you acknowledge your consent to the collection and processing of such personal data.

Legal grounds for collecting and processing data of visitors of our site are:

- Our legitimate interest in the effective delivery of information and services to the visitor, and the effective and lawful operation of our business.
- Our legitimate interest in promoting Ossiform products, services and brand.
- Our legitimate interest in developing and improving Our Site, and the visitor’s user experience, or
- The explicit consent of the visitor.

Data collection from individuals who correspond with Ossiform via email

When you communicate with Ossiform[®] via email, we will process your personal data, such as your name, email address, place of work and other contact information provided by you in the email as well as information and data in the email that can be linked to identifiable individuals.

The personal data may be processed for different purposes, for example for the provision of professional services, to administrate our supplier contracts or in connection with recruitment.

Furthermore, Ossiform[®] uses a variety of tools to maintain the security of our IT infrastructure, including our email facilities. Examples of such tools are:

- Systems that scan incoming emails to Ossiform[®] recipients for suspicious attachments and URLs, in order to prevent malware attacks
- Tools that block certain content or websites

Legal grounds for collecting and processing personal data of individuals who correspond with Ossiform[®] via email:

- Our legitimate interest in the effective delivery of information and services, and the effective and lawful operation of our business.
- Our legitimate interest in protecting our IT infrastructure against unauthorized access or data leakage.
- Our legitimate interest in analyzing email traffic.

Data collection from individuals who visit our social media sites

Ossiform[®] uses various social media platforms, for example, to provide you with easy access to relevant information regarding job opportunities at Ossiform[®] and to promote our products, services and brand.

While Ossiform[®] will be responsible for the content it publishes using social media platforms, Ossiform[®] will not be responsible for managing the social media platforms (such as creating user statistics or placing cookies). When using these social media platforms, you are obliged to adhere to the legal and privacy terms imposed by the social media platform providers. Such providers collect personal data about you, including statistical and analytical data regarding your use of the social media platforms, such as an overview of pages you have accessed, “likes,” recent visits, posts you publish or find interesting. If you require access to such data or want to invoke one of your other rights (such as the right to object to the processing of your data), you should contact the social media platform provider. Some social media providers provide Ossiform[®] with aggregate data relevant for our pages, such as the number of “likes” triggered by our content, visitors to Our Site, photos that are downloaded or links that are clicked.

Legal grounds for collecting and processing personal data of visitors to our social media pages are:

- Our legitimate interest in the effective delivery of information and services, and the effective and lawful operation of our business.
- Our legitimate interest in promoting Ossiform[®] products, services and brand.
- Our legitimate interest in attracting, identifying and sourcing talent.

Data collection from job and intern applications

We collect information from and about candidates in connection with available employment opportunities at Ossiform[®]. As a general matter, the personal data we collect regarding our job applicants includes names, age, gender, email address, telephone number, resumes or CVs, academic records, work history, employment information and references (if provided).

Ossiform[®] collects personal data about candidates (“you”) from the following sources:

Ossiform[®] ApS - Oslogade 1, 5000 Odense, Denmark, Telephone: +45 5360 0670

Email: info@ossiform.com Website: <https://ossiform.com>

- Directly from you – for example, information that you have provided when applying for a position directly to Ossiform[®] through email.
- Through publicly available sources online – for example, where you have a professional profile posted online (e.g., on your current employer's website or on a professional networking site, such as LinkedIn)
- By reference – for example, through a reference from a former employee or employer, or from a referee you have identified
- Results of background checks

Legal grounds for collecting and processing personal data of our job applicants are:

- Explicit consent of the candidate.
- Our legitimate interest in attracting, identifying and sourcing talent.
- Our legitimate interest in processing and managing applications for roles at Ossiform[®], including the screening and selecting of candidates.
- Our legitimate interest in hiring and onboarding candidates by making an offer to successful candidates and carrying out pre-employment background checks.

How we process and store your personal data

Processing and storing of personal data for marketing purposes

Upon consent, Ossiform[®] processes personal data relating to our business contacts, whether these data are obtained by mail/website or on conferences, for purposes of marketing Ossiform[®]'s products, services and brand. If you register on Our Site or request us to send any product information or other marketing material to you, your personal data will be processed and stored in our CRM (client relationship management) system. Such contacts that have given their consent to receive communication from Ossiform[®] may be sent newsletters, other marketing materials, invitations to events, webinars, surveys etc. You can withdraw your consent at any time.

The following categories of personal data and user activities may be processed for marketing purposes:

- Name, job title, email address, phone and fax numbers
- Name of the employer or organization that the individual is associated with
- User preferences (such as areas of topics selected for newsletters etc.)
- Opening of emails, interactions with the content of emails, bounces and opt-outs (unsubscriptions), visited sites on Our Site, registration for events, seminars or webinars, attendance or no show at events, seminars or webinars.

Legal grounds for processing personal data for marketing purposes are:

- Your prior consent where this is legally required (e.g. Denmark and Norway), but also when you have provided your consent in other cases.
- In all other cases, we will apply Ossiform's legitimate interest to provide information about Ossiform and its services to our business contacts in their professional capacity (B2B) and to send invitations to events etc. which we believe are in their professional interest.

All recipients of marketing via electronic communication are offered the possibility to opt out (unsubscribe) from receiving further marketing from Ossiform. If a recipient has opted out from receiving future Ossiform[®] marketing, we will cease processing the personal data for marketing purposes, however the basic contact details of an individual who has opted out will remain on our opt-out list until the deadline for erasure. Whether a registered visitor has unsubscribed or not, personal data stored in Ossiform[®]'s CRM will be deleted if there has been no communication between the parties within a period of one year.

Processing and storing of personal data from customers

When you engage us to provide you with professional services, we collect and use personal data when we have a valid business reason to do so in connection with those services.

In the context of providing professional services to customers, Ossiform[®] also processes personal data of individuals who are not directly our customers (for example, employees, clients of our customers, i.e. patients).

The majority of the personal data we collect and use to provide our services is supplied voluntarily by our customers. Because of this, if you are a customer of Ossiform[®], then it will generally be known to you what personal data we collect and use. This information can include:

- Basic information, such as your name, the company you work for and your position.
- Contact information, such as your email address and telephone numbers
- Financial information, such as payment-related information
- Any other personal data relating to you or other third parties which the customer/you provide to us for the purpose of receiving our services

If you are a customer who buys and receives one of Ossiform[®]'s medical devices, according to European and American legislation regarding medical devices, we are obliged to collect and keep the following information for a period of 15 years:

- Basic information, such as your name and address.
- Product ID and name, including serial number on the product you have received

We use this information for the following purposes, subject to applicable law:

- To provide services to our customers
- To administer our relationship and maintain contractual relations
- For accounting and tax purposes
- For marketing and business development (only contact information)
- To comply with our legal and regulatory obligations
- To establish, exercise or defend legal rights
- For historical and statistical purposes

Processing and storing of personal data from applicants

We use your personal data to match your skills, experience and education with specific roles offered by Ossiform[®] or potential positions regarding unsolicited applications and internships. This information is passed to the relevant hiring managers and persons involved in the recruitment process to decide whether to invite you for an interview. Ossiform[®] will collect further information if

you are invited to the interview (or equivalent) stage and onward. Such information includes interview notes, references, feedback and offer details.

Information about job applicants for advertised positions who are not offered a position is deleted no later than 6 months after the recruitment process is finalized, unless otherwise stated by the applicant or consent for longer storage has been obtained.

Unsolicited job applications and applications for internships who are not offered a position are also deleted no later than 6 months from the date of application, unless otherwise stated by the applicant or consent for longer storage has been obtained.

Security

Ossiform[®] protects the confidentiality and security of information it obtains in the course of its business. Access to such information is limited, and policies and procedures are in place that are designed to safeguard the information from loss, misuse, and improper disclosure.

Keeping your personal data up-to-date

We maintain the accuracy and completeness of the personal data we hold. It is important that you inform us of any updates to your contact details or other personal data so that we have the most up-to-date information about you. Please contact the person you usually deal with at Ossiform[®].

Retention

Our policy is to retain personal data only for as long as it is needed for the purposes described in the section "*Purposes for which we process personal data.*" Note that retention periods vary and are set in accordance with regulatory and professional retention requirements.

In order to meet our professional and legal requirements, to establish, exercise or defend our legal rights, and for archiving purposes, we might retain information for longer periods of time than those stated in this Privacy & Cookie Policy (this will be stated to you, when we collect your data in connection with the purposes described above)

Changes to our Privacy Policy

Ossiform[®] keeps its Privacy Policy under regular review and places any updates on this webpage. This Privacy Policy was last updated on (see *header at the top of this document*) and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page. We reserve the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of the Service after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

Cookie Policy

This website “ossiform.com” uses cookies, pixel tags and other web technologies to improve the website’s performance, to enhance your browsing experience and to protect the website against spam robots. Certain areas of the website also use cookies to understand more about you, so we can offer you more personalized browsing experience.

You can find out more about cookies and how to manage them in the information below. You can change your cookie settings and disable some or all cookies for the website at any time at <https://ossiform.com/cookie/da>. You can also change your browser settings so that cookies cannot be placed on your device.

What is a cookie?

A “cookie” is a technology that allows the website to store tokens of information (an “identifier”) in your browser used by the website while you are on the website. Cookies are then sent back to the website on each subsequent visit, or to another webpage that recognizes that cookie. Cookies are used in order to make the website work, or to work more efficiently, as well as to provide information to the owners of the website.

Cookies do lots of different jobs, like letting you navigate between pages efficiently, remembering your preferences, and generally improving the user experience. Cookies may tell us, for example, whether you have visited the website before or whether you are a new visitor. They can also help to ensure that adverts you see online are more relevant to you and your interests.

When landing on the website, you have been given the opportunity to accept cookies used on the website, to accept certain categories of cookies and decline others, or to decline all cookies. If you have accepted our use of some or all cookies, the following information relates to cookies used on the website only. Please note that any consent to accept or to decline cookies is limited to the ossiform.com website.

There are two broad categories of cookies:

- First party cookies, served directly by us to your device.
- Third-party cookies, which are served by a third party on our behalf.

Cookies can remain on your computer or mobile device for different periods of time. Some cookies are “session cookies”, meaning that they exist only while your browser is open. These are deleted automatically once you close your browser. Other cookies are “permanent cookies”, meaning that they survive after your browser is closed. They can be used by the website to recognize your computer when you open your browser and browse the Internet again.

Do Not Track/Global Privacy Control

If we detect that you have enabled the Do Not Track setting or Global Privacy Control signal in your browser, we will automatically disable Marketing cookies.

What types of cookies do we use?

The website uses the cookies that perform four functions, as classified below:

- *Essential/ necessary cookies*, which are essential to the functioning of the website.
- *Preference cookies* enable a website to remember information that changes the way the website behaves or looks, like your preferred language or the region that you are in.
- *Statistic cookies*, which helps us to understand, how you interact with our website by collecting and reporting information anonymously; and
- *Marketing cookies*, which we use to track user activity and sessions so that we can deliver a more personalized service. Marketing cookies are set by third parties with whom we execute marketing campaigns and allow us to provide marketing relevant to you and provide social media features. If you identify yourself to us (e.g. filling out a form/signing up to receive email updates), Ossiform[®] collects information about your response to our marketing communications and your activity on this website. This Site also uses a tool which collects your requests for pages and passes elements of them to search engines to assist them in indexing this site.

You can see the list of cookies, being deployed by our website, by clicking this link:
<https://ossiform.com/cookie/da>

How to control or delete cookies

You have the right to choose whether or not to accept cookies and we explain how you can exercise this right below - for details, see aboutcookies.org. However, please note that if you choose to refuse cookies you may not be able to use the full functionality of the website.

You can change your cookie settings for at any time at <https://ossiform.com/cookie/da>

As an alternative, you can block all cookies by activating the setting on your browser that allows you to refuse the setting of all or some cookies. However, if you use your browser settings to block all cookies (including essential cookies) you may not be able to access all or parts of our site.

If you accept some or all cookies on the website you still have the option of setting your browser to notify you when you receive a cookie, so that you may determine whether to accept it or not.

Cookies that have been set in the past

If you have disabled one or more cookies, we may still use information collected from cookies prior to your disabled preference being set; however, we will stop using the disabled cookie to collect any further information.

Changes to this Cookie Policy

We will occasionally update this Cookie Policy to reflect changes in our practices and services. This Cookie Policy was last updated on (see *header at the top of this document*). If we make any material

changes in the way we collect, use, and/or share information held in cookies, we will notify you by prominently posting notice of the changes on the website. We recommend that you check this page from time to time to inform yourself of any changes in this Cookie Policy or any of our other policies.