

Orzone Ortrac

Privacy Policy

This privacy notice tells you about the information we collect from you when you use our software, app, website or other online resources (collectively known as “Software”). In collecting this information, we are acting as a data controller (and in some cases as a data processor) and, by law, we are required to provide you with information about us, about why and how we use your data, and about the rights you have over your data.

Who are we?

We are Orzone Ortrac AB (“Orzone”), a company in the Orzone group. What is stated in this privacy policy also refers to any wholly owned, majority owned or otherwise controlled or affiliated company in the same company group. Our address is Östra Hamngatan 17, 41110 Gothenburg, Sweden. This You can contact us by post at the above address, by email at **support@orzone.com** or by telephone on +46 31 37 58 684.

Our Data Protection officer is Mr Roger Karlsson, MSc, who can be reached through the above contact information.

How we use your information

Please see each use case below for the applicable privacy policy.

When you use our Software

When you use our Software(s) to browse our products and services and view the information, we make available, several cookies are used by us and by third parties to allow the Software to function, to collect useful information about visitors and to help to make your user experience better.

Some of the cookies we use are strictly necessary for our Software to function, and we don't ask for your consent to place these on your computer. These cookies are shown below.

Cookie Name	Purpose	Further Information
.ASPXAUTH	Authentication of user	
ASP.NET_SessionId	Authentication of user	
OrtracAuth	Authentication of user	

For more information about our use of cookies, please see our [cookie policy](#).

When you submit an enquiry via our Software or email

When you submit an enquiry via our Software, we ask you for your name, contact telephone number and email address. Depending on the nature of the request we may also ask for additional information pertinent to the matter.

We use this information to respond to your query, including providing you with any requested information about our products and services. We may also email you several times after your enquiry in order to follow up on your interest, ensure that we have answered your question to your satisfaction or provide information about Orzone products/services. We will do this based on our legitimate interest in providing accurate information prior to a sale, to support products/services for the intended use-case and keep you informed about how to use our products and services to maximize your user experience and minimize the need for technical support. You can opt-out from receiving any communication from Orzone, but then Orzone will not be able to service your requests.

Your enquiry is stored and processed through our customer service systems, mail systems and CRM systems.

We keep enquiry emails for five years, after which they are securely archived and kept for seven years, when we delete them. CRM records are kept for five years after the last contact with you.

When you purchase a product or service using our Software

When you purchase products or service from us online, we ask you for your name, address, contact telephone number, email address, product or service information and credit card information via an external payment gateway. We also record your IP (Internet Protocol) address, which is the address of your computer on the Internet. We also ask you for any other information that is relevant for the education service.

We will use your information to verify your credit card details for your purchase, process your order and to send you your products. We will also send you a receipt via email and we may use your telephone number to contact you regarding your purchase.

We require this information in order to process your payment, deliver your products or services and fulfil our contract with you. We record your IP address in order to show that the correct tax was applied to the sale, which we are required to do by law, and to prevent fraud.

Your information is stored on our Software and on our cloud server, both of which are based within the European Union. Your credit card details are passed processed through a third-party payment processor (Paypal, Stripe). We do not store your credit card information and your credit card number will not be visible to any Orzone employee.

We keep your order information for an indefinite period, as the licenses we sell for our products do not expire, unless terminated.

When you sign up to receive our newsletter

When you sign up to receive our newsletter, we ask for your name and your email address.

We will ask for your consent to use your name and email address to email you our newsletter which contains information about our products and other information which we feel might be of interest to you.

You can withdraw your consent at any time and we will stop sending you the newsletter.

Your name and email address are shared with a third-party mailing system.

We do not use the information you provide to make any automated decisions that might affect you.

We keep your personal data for as long as we produce and distribute our newsletter. If you withdraw your consent, we will mark your details so that they are not used and delete them after two years.

When you create an account in Ortrac or participate in an educational activity

When you request create an account in Ortrac, for an example for the purpose to register for an educational activity, participate in a course or exam, we ask for your name, email address and demographic variables relevant to the educational activity. We may ask questions pertaining to your work or educational history if is relevant for any admission/eligibility requirements to participate in the educational activity or to process exams or to produce reports.

We use this information to register, process payment, perform eligibility checks and to execute the educational activities. We will do this since it is not possible to perform the educational functions without this information.

Your information is used in a system developed and owned by Orzone Ortrac. It also uses some auxiliary software's from companies such as Microsoft, Google, Freshwork. These software's are necessary to communicate with you and to perform certain functions within our software. Your data in Ortrac is stored in European Union. Your data in auxiliary software's are stored in cloud services and/or internally.

If you participate in exams or in educational events such as courses where reports, receipts, pass/fail lists or certificates of attendance and similar are being generated then your data entered will be used to process these outputs. Without your data these outputs can not be generated.

Your personal data may be stored for up to ten years, or longer if there is an ongoing contract, to process benchmarks of educational results, after which they are securely archived and kept for up to ten years, when we delete them. In some instances, you as a user can also purchase service to keep records and results, if you wish to have

certificates, diplomas and similar reproduced at a later stage. The storage time vary between different educational activity.

When you use our Ortrac Scholar App

If you are using the Ortrac Scholar app, available in the Apple App Store or through Google Play, then it uses Ortrac software, see above and the rest of the agreement. You will need an account to login. When creating the account, you will be required to provide consent in order to enable necessary educational functions to function, see above.

To enhance the functionality of the app and enable it to function when internet connection is not available it is possible to store content (for an example forms, quizzes and results) locally on the device where the app is operating. This is the same data as Ortrac uses.

If the data is uploaded to an online resource (Ortrac.com or Orzone.com) then the data will be dealt with in compliance with this privacy policy. All data will be managed in compliance with GDPR.

When you use our Orzone Exam App

If you are using the Ortrac Exam app (sometimes referred to Remote Exam, AI exam, Home Exam), then it uses Ortrac software, see above and the rest of the agreement. When downloading and installing the software, you will be required to provide consent in order to enable necessary educational functions to function, see above.

To enhance the functionality of the app and enable it to function when internet connection is not available it is possible to store data (locally on the device where the app is operating).

The Exam app will store data necessary to perform high secure exams such as images, communication, events and interactions by the user.

If the data is uploaded to an online resource (Ortrac.com or Orzone.com) then the data will be dealt with in compliance with this privacy policy. All data will be managed in compliance with GDPR.

When you use our Orzone Proctor App

If you are using the Ortrac Proctor app (sometimes referred to Monitor, Invigilator, Orsync), then it uses Ortrac software, see above and the rest of the agreement. When downloading and installing the software, you will be required to provide consent in order to enable necessary educational functions to function, see above.

To enhance the functionality of the app and enable it to function when internet connection is not available it is possible to store data (locally on the device where the app is operating).

The app will use certain data to verify your identity and also exchange images and events.

If the data is uploaded to an online resource (Ortrac.com or Orzone.com) then the data will be dealt with in compliance with this privacy policy. All data will be managed in compliance with GDPR.

Marketing or transfer of privacy data

When you sign up to receive our services, we may send you offers related to you're the Orzone services and products. We will never send you any marketing material unless you have consented. Your data will never be sold or transferred to a third party, unless mandated by law or by a data controller if Orzone act as a data processor (e.g. you are a student registered at a University and said University wish to use the educational data provided through Orzone services and products and Orzone has a valid data processor agreement with the University).

Company group

Our company use various resources from our company group and may act as data processors or sub-processors on behalf of our company. All companies in our company group have the same data policies.

Your rights as a data subject

By law, you can ask us what information we hold about you, and you can ask us to correct it if it is inaccurate. If we have asked for your consent to process your personal data, you may withdraw that consent at any time.

If we are processing your personal data for reasons of consent or to fulfil a contract, you can ask us to give you a copy of the information.

If we are processing your personal data for reasons of consent or legitimate interest, you can request that your data be erased.

You have the right to ask us to stop using your information for a period of time if you believe we are not doing so lawfully.

Finally, in some circumstances you can ask us not to reach decisions affecting you using automated processing or profiling. To submit a request regarding your personal data by email, post or telephone, please use the contact information provided above in the [Who Are We](#) section of this policy.

Your right to complain

If you have a complaint about our use of your information, we would prefer you to contact us directly in the first instance so that we can address your complaint.

However, you can also contact your countrys data protection agency or the Swedish data protection agency at via their resource at [https:// https://www.imy.se/](https://www.imy.se/)

Updates to this privacy policy

We regularly review and, if appropriate, update this privacy policy from time to time, and as our services and use of personal data evolves. If we want to make use of your personal data in a way that we haven't previously identified, we will contact you to provide information about this and, if necessary, to ask for your consent.

We will update the version number and date of this document each time it is changed.

Version 1.0 – May15 2018

Version 1.1 – Jan 30, 2019 Updated to also include app data

Version 1.2 – April 3, 2019 Minor updates relating to sub-processors and term

Version 1.3 – May 22, 2019 Updates regarding enquiry, software used internally

Version 1.4 – July 1, 2021 Updates regarding links to agency, new apps.