

Housecar's privacy policy

2021-04-21

Data controller

Housecar sharing Nordic AB (Housecar) is the data controller for the processing of your personal data.

Why do we collect information about you?

In order to be able to offer the service we want to be able to offer, we need to collect some of your personal information. Perhaps the most important component of Housecar's platform is that users trust each other and feel safe. We believe that the best way to achieve this is transparency, that vehicle owners can see who they rent to and that the renters know who they rent from.

Processing of personal data

Here is a list of the processing of personal data we do.

Create an account

To be able to rent and rent out via us, you need to create an account. When you create an account, we store all the information we need from you so that you can then rent or rent out a vehicle. We save all the information you enter when you create and fill in the account. Some of this information is also sent to third parties for, for example, verification of your identity and payment.

Legal basis: The processing takes place so that we can fulfill the agreement with you.

Contact with you

When you contact us by e-mail or telephone, we receive and save information in order to keep in touch with you and manage our relationship with you.

Legal basis: The processing takes place for our justification of maintaining and managing our contact with you.

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Payment

Upon payment, third parties will process your payment details. We do not store credit card information with us, these are only processed by the payment provider. But we store receipts etc. to fulfill our obligations under accounting laws.

Legal basis: The processing takes place so that we can fulfill the agreement with you. Storage in accordance with the Accounting Act takes place to fulfill our legal obligations.

Booking request and contact with owner / renter

When you send or receive a booking request and the subsequent interaction with the renter / owner, some of your personal information is shared with him / her: profile picture, name and age. After the booking has been confirmed and a rental agreement has been drawn up between you, additional contact details will be shared: e-mail address, telephone number and postal address.

Legal basis: The processing takes place so that we can fulfill the agreement with you.

Advertising and grading

If you publish a vehicle ad or rate a user, some of your personal information will be displayed publicly. This includes the profile picture, name (first name and the first letter of the surname) and age as well as any pictures you choose to publish on the platform.

Legal basis: The processing takes place for our legitimate interest in enabling advertising and grading on our platform.

Newsletters and other e-mails

If you have chosen to join the newsletter, we will also send out newsletters to you from time to time. Then your name and email address will be visible in the email and shared with third parties. If you do not want to receive these newsletters, you can unsubscribe them via a link in one of the e-mails. Even if you have not subscribed to the newsletter, you will receive e-mails related to the service itself, for example when you receive a booking request, messages or manage your account.

Legal basis: The processing takes place for our legitimate interest in marketing our business.

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Use the website

If you use the website to, for example, search for vehicles, we will in order to improve our service collect data about you and your computer / device. Here we save your IP address to be able to track your behavior on the service. This is saved through so-called cookies and you can read more about this in our cookie policy. We can also save your location to make it easier for you to find vehicles near you.

Legal basis: The processing takes place with the support of your consent.

Management of requirements

We retain information from your user account and rental information in order to handle claims from you, us or a third party. We retain information for this purpose as long as it is deemed relevant in individual cases, especially with regard to how long claims can be made in accordance with applicable law.

Legal basis: The processing takes place for our legitimate interest in being able to establish, assert or defend legal claims.

Who we share your information with

We need to share certain information with third parties in order to run our service.

These include:

- Payment service providers
- Telephone service providers
- Providers of e-mail and SMS services
- Credit reporting providers
- and other IT providers

Other third parties

In individual cases, it may be necessary to share your information with a third party when it is necessary to provide services to you, fulfill a legal obligation or if our business should be transferred in whole or in part.

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Transfers to countries outside the EU and EEA

We strive to handle all your information within the EU / EEA. However, some of our IT providers operate in the United States. When personal data is shared with these suppliers, we have ensured that the level of protection corresponds to that applicable in the EU / EEA through the use of the European Commission's standard contract clauses available [here](#).

Your rights

Right of access

You have the right to receive information about what personal information we have about you and how we process this information. You also have the right to receive a copy of this information.

Right to correction and deletion

You have the right to have incorrect information corrected and supplemented. You also have the right in some cases to have your personal data deleted, for example if it is no longer necessary for the purpose for which it was collected.

Right to object and right to limit processing

You have the right to object to the processing of your data that takes place on the legal basis that we have a legitimate interest. You also have the right to limit the treatment, e.g. if you believe the information is incorrect.

Right to data portability

In some cases, you have the right to obtain the personal information you have provided to us. The information is disclosed in a structured and machine-readable format, and you also have the right to have the information transferred to another personal data controller when it is technically possible.

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Right to contact the supervisory authority

You also have the right to submit a complaint about our handling of your information to the Swedish Authority for Privacy Protection, box 8114, SE-104 20 Stockholm or via their website www.imy.se.

DO YOU HAVE ANY QUESTIONS?

Look under Questions & Answers or contact us if you have any questions.