

## ARELION PRIVACY NOTICE

Arelion AB ("we" or "us") are committed to protecting and respecting your privacy. This notice (together with our Membership Agreement, and acceptable use policy ("AUP") and any other documents referred to in them) sets out the basis on which any personal data we collect from you, or that you provide to us through our website [https:// voice-access.arelion.com](https://voice-access.arelion.com) (the "Site"), will be processed and disclosed by us. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it. For the purposes of the Data Protection Act 1998 (the "Act"), the data controller is Arelion Sweden AB, a Swedish company whose registered office is located at Evenemansgatan 2C, 169 79, Solna, Sweden with registered number 556583-2226.

### INFORMATION WE MAY COLLECT FROM YOU

We may collect and process the following data about you:

- information that you provide by filling in forms on our Site. This includes information provided at the time of registering to use our Site, applying to be a Member, your advertising, buying and selling of Routes on the Trading Floor, your use of the pre-payment escrow arrangements and otherwise posting material;
- information obtained from third parties as part of our vetting process.
- if you contact us, we may keep a record of that correspondence;
- details of transactions you carry out through our Site and of the fulfilment of your orders;
- details of your visits to our Site including, but not limited to, traffic data, location data, weblogs and other communication data, whether this is required for our own billing purposes or otherwise and the resources that you access;
- information supplied and gathered during the setting up and testing of virtual interconnect links;
- information about your fulfilment of Conditional Route Contracts or Validated Route Contracts (including, but not limited to, analyses of service quality);
- information about your payment profile into escrow; and
- information about your buying patterns.

We may also ask you to complete surveys that we use for research purposes, although you do not have to respond to them.

## IP ADDRESSES AND COOKIES

We may collect information about your computer, including, but not limited to, where available, your IP address, operating system and browser type, for system administration and to report aggregate information to our advertisers. This is statistical data about our users' browsing actions and patterns, and does not identify any individual. For the same reason, we may obtain information about your general internet usage by using a cookie file which is stored on the hard drive of your computer. Cookies contain information that is transferred to your computer's hard drive. They help us to improve our Site and to deliver a better and more personalised service. They enable us:

- to estimate our audience size and usage pattern;
- to store information about your preferences, and so allow us to customise our Site according to your individual interests;
- to speed up your searches; and
- to recognise you when you return to our Site.

You may refuse to accept cookies by activating the setting on your browser which allows you to refuse the setting of cookies. However, if you select this setting you may be unable to access certain parts of our Site. Unless you have adjusted your browser setting so that it will refuse cookies, our system will issue cookies when you log on to our Site.

## WHERE WE STORE YOUR PERSONAL DATA

The data that we collect from you may be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It may also be processed by staff operating outside the EEA who work for us or for one of our suppliers. Such staff may be engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. We will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this notice.

All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted. Where we have given you (or where you have chosen) a user identification code, password and/or any other piece of information as part of our security procedures which enables you to access certain parts of our Site, you are responsible for

keeping this user identification code, password and/or other piece of information confidential. We ask you not to share a user identification code or password with anyone. Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our Site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

## USES MADE OF THE INFORMATION

We use information held about you in the following ways:

- to carry out our obligations arising from any contracts entered into between you and us;
- to ensure that content from our Site is presented in the most effective manner for you and for your computer;
- to provide you with information, products or services that you request from us or which we feel may interest you, where you have consented to be contacted for such purposes;
- to allow you to participate in interactive features of our service, when you choose to do so; and/or
- to notify you about changes to our service.

We may also use your data to provide you with information about goods and services which may be of interest to you and we may contact you about these by electronic means (see below), post or telephone. If you are an existing customer, we will only contact you by electronic means (e-mail or SMS) with information about goods and services similar to those which were the subject of a previous sale to you. If you are a new customer we will contact you by electronic means (e-mail or SMS) only if you have consented to this. If you do not want us to use your data in this way, please contact us at

[Voice-Prepaid@arelion.com](mailto:Voice-Prepaid@arelion.com)

## DISCLOSURE OF YOUR INFORMATION

We may disclose your personal information to any member of our group, which means our subsidiaries and subsidiary undertakings, our ultimate holding company or parent undertaking and its subsidiaries and subsidiary undertakings, as defined in section 1159 of the UK Companies Act 2006. We may disclose your personal information to third parties:



in the event that we sell or buy any business or assets, in which case we may disclose your personal data to the prospective seller or buyer of such business or assets;

- if we, or substantially all of our assets, are acquired by a third party, in which case personal data held by us about our customers will be one of the transferred assets;
- if we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our Site and acceptable use policy or membership terms and conditions and other agreements; or to protect the rights, property, or safety of the Platform Manager, our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction;
- to vet your Membership;
- for the purposes of providing and administering the payment escrow arrangements; or
- to obtain legal advice.

## YOUR RIGHTS

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise the right at any time by contacting us at:

[dpo@arelion.com](mailto:dpo@arelion.com)

Our Site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

## ACCESS TO INFORMATION

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request may be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

## CHANGES TO OUR PRIVACY NOTICE



Any changes we may make to our privacy notice in the future will be posted on this page and, where appropriate, notified to you by e-mail.

## **CONTACT**

Questions, comments and requests regarding this privacy notice are welcomed and should be addressed to

[dpo@arelion.com](mailto:dpo@arelion.com)