PRACTICLE

Privacy Policy for Practicle

Version	1.1
Effective from	16 September 2026
Language	English
Generated	31 October 2026

At Practicle we take your privacy seriously. This privacy policy describes how we process your personal data when you visit our website, create an account, attend events or use the Practicle Inspections app.

1. Our role as controller vs. processor

This privacy policy applies only to the personal data for which Practicle is the controller (i.e. master data about our customers' contact persons, user accounts for system administration, billing data and support enquiries).

As regards personal data that the Customer enters, uploads or processes in the Practicle SaaS platform, the Customer acts as Controller and Practicle as Processor. That processing is not covered by this policy, but is fully governed by our Databehandleraftale (DPA).

2. Purposes and legal basis for processing

We process your personal data for the following purposes:

- **Account setup and administration:** To create your user account, administer the 1-month free trial and deliver the selected SaaS subscription in accordance with our Terms and conditions (GDPR art. 6(1)(b)).
- **Billing and accounting:** To handle payments and comply with bookkeeping obligations (GDPR art. 6(1)(c)).
- **Support and technical operations:** To answer enquiries, provide technical support and send important operational notices to approved administrators (GDPR art. 6(1)(b) and (f)).

3. Disclosure and hosting in the EU

We never sell your personal data to third parties. Practicle's SaaS infrastructure and customer databases are hosted and processed by our hosting partner, Hetzner Online GmbH, in their ISO/IEC 27001-certified data centres in Germany (EU/EEA).

Certain website services, including statistics and analytics, may involve transfers of personal data to third countries, as described in our cookie policy.

4. Retention and deletion

We only retain your data for as long as necessary for the purposes for which they were collected:

- **Invoices and accounting records:** Kept for 5 years plus the current financial year in accordance with the Danish Bookkeeping Act.
- **Trial accounts:** Data from free trial accounts that are not followed by a subscription are deleted automatically no later than 30 days after the trial ends.
- **Customer application data (SaaS):** Processed and deleted after the agreement ends in accordance with the deadlines set out in our Databehandleraftale (DPA).

5. Information we collect on the website and at events

Depending on your interaction with us we may collect:

- Name, email, and contact details
- Company name and job title (if provided)
- IP address and browser information (when visiting the website)
- Event registration details (if you sign up for an event)

When you sign up for an event via e.g. LinkedIn, we collect the information you provide in the registration form. The information is only used to confirm your registration, send event-related material and follow up on attendance.

We use tools such as LinkedIn Events, Google Analytics and possibly newsletter platforms to improve our communication. These services follow their own privacy policies.

6. Practicle Inspections (mobile app)

Når du bruger Practicle Inspections-appen på vagt, indsamler appen positionsdata (GPS) for at vise din position live i din organisations kontrolrum, og for at kunne vedhæfte position ved SOS og tilkald.

Practicle Inspections indsamler positionsdata også når appen er lukket eller ikke er i brug, så længe du er logget ind på vagt. Position sendes cirka hvert minut. Vi gemmer seneste kendte position til live-overblik — ikke en længere færdsels-historik.

- Hvem ser data: din organisation (kontrolrum / administratorer i jeres Practicle-løsning)
- Hvad: afrundede koordinater og evt. nøjagtighed — ikke dine øvrige app-aktiviteter i pinget
- Hvorfor: vagt-sikkerhed, live-overblik og nødkald
- Ikke til annoncer: data sælges ikke og bruges ikke til markedsføring

Du kan afvise tilladelsen i appen eller slå lokation fra i telefonens indstillinger. Uden tilladelse kan live-visning og positionsmarkering ved SOS/tilkald være begrænset.

7. Your rights

You have the right to request access to the information we hold about you and to have it corrected or deleted. You may also withdraw your consent at any time where processing is based on consent.

8. Contact

If you have any questions about this privacy policy or wish to exercise your rights, you can contact us via our contact form on the front page or at support@practicle.dk.

For information about our general terms of delivery and technical security, please see our Terms and conditions and our Databehandleraftale (DPA).