

Privacy Policy – Lette AS

Effective date: 22.08.2025

Lette (“we”, “us”, or “our”) respects your privacy and is committed to protecting your personal data. This Privacy Policy explains how we collect, use, store, and share your information when you use our services.

1. Who we are

Lette is a digital, cloud-based property management platform for housing cooperatives and condominiums. We are committed to providing a high standard of data protection. It is registered as a company in Norway with address Lyngveien 21, 3260 Larvik.

Company name: Lette AS

Organization number: 935857422

Contact: post@lette.no

We are the data controller for the personal data processed in connection with our services, unless otherwise stated.

2. What personal data we collect

We may collect and process the following categories of personal data:

- **Customer Data:** All data, including for example text, data and images that are provided to us by or on behalf of our customer in relation to our property management tool (the Solution)
- **Account Data:** Authorized user’s name, contact information, username and passwords and interaction with the Solution.
- **Marketing Data:** Name, contact information, interests, and other related data relevant for sending marketing communications.
- **Transaction Data:** Customer representative’s name, e-mail address, address, phone number and other relevant personal details to complete a sale of a product to the customer.
- **Technical Data:** Site user's IP address, pages viewed, linked clicked and other interaction on websites, and other information collected automatically, using cookies or other tracking technologies.

3. How we use your data

As part of providing our automated property management tool, we collect and process Customers data to supply information to our customers for a variety of reasons, including maintenance tasks, communication between board members, residents, and contractors, as well as managing documentation, contracts, and meeting records. Your information is also processed to ensure compliance with legal obligations related to housing cooperatives and condominiums. In addition, we use personal data to improve and further develop our services, and to maintain the security of our systems and prevent misuse. We do not look for or specifically extract any personal data from Customer Data.

User administration and security: We use Account Data to administer authorized users in the Solution to ensure that the use of the Solution is in accordance with the Terms of Service, including to send out service messages, and to maintain the security of the Solution, including to avoid unauthorized use of the Solution and to maintain necessary backups to restore the Solution if necessary. The legal basis for this processing is our legitimate interests in providing and ensuring the security of the Solution.

We do not sell your personal data to third parties.

Improving our products and services: Customer Data is used to improve our products and services, including the Solution, and the legal basis is our legitimate interests in improving our products and services.

Other commercial purposes: We aggregate Customer Data to use the aggregated data to create statistics and analyses of the data, including to create and use datasets for further training of the Solution and create new products and services, based on our legitimate commercial interests in doing so.

4. Business administration and customer service

Order processing and invoicing: We process Transaction Data to process orders by our customers and to invoice our customers. This processing is based on our legitimate interests in providing correct products and services to our customers and to ensure correct billing.

Customer service: You can contact us to request customer service. To effectively respond to your customer service request and need, we process personal data. The nature of the request determines which personal data are relevant, such as Customer Data, Account Data and/or Transaction Data, or other personal data. The legal basis for our processing is our legitimate interests in providing good and efficient customer service.

4. Legal basis for processing

We process personal data on the following legal bases in accordance with the GDPR. When necessary to deliver the services you have requested, we rely on contract as a legal basis. We also process certain data to comply with legal obligations, such as statutory requirements for accounting and recordkeeping. In some cases, we rely on our legitimate interests, for example to improve our services, ensure system security, and facilitate efficient management of housing cooperatives and condominiums.

Websites and cookies: We collect Technical Data via or in connection with our website lette.no and its subdomains (Site). We use cookies and similar technology, and we obtain your consent for placing cookies and processing personal data through cookies. You can give or withdraw consent at any time through the settings in your Web browser.

Cookies are small files that a Site or its service provider transfers to your computer's hard drive through your Web browser (if you allow) that enables the Sites or service providers systems to recognize your browser and capture and remember certain information.

5. Marketing and market research

From time to time we send our customers marketing messages by email, phone or post with information about our new and existing products and services. Some of these messages may be tailored to you, based on your previous use of our Site, and other information we hold about you.

The legal basis for sending marketing messages is your consent. If you are an existing customer, our legal basis is your legitimate interests in promoting our products and services.

You can opt out of receiving marketing messages at any time. You can do so by sending us an email to post@lette.no with 'unsubscribe' in the subject line. If you unsubscribe from marketing, please note that we may still contact you with service messages from time to time (e.g. information about the operative status of our service or about your legal rights).

Market research: We may contact representatives of existing or prospective customers to obtain feedback about our products and services. For this purpose we will use Account Data and Marketing Data. It is voluntary to respond to such requests. The legal basis for sending requests for feedback is your consent. If you are a representative of an existing customer, our legal basis is your legitimate interests in researching our products and services.

6. Who do we share your personal data with?

We share personal data with trusted third parties, but only when necessary and in accordance with applicable data protection laws. This includes our suppliers and service providers who assist us with tasks such as payment processing, customer relationship management (CRM), hosting, technical support, advertising and marketing, operations management, software development, communication, and information gathering. We may also share data with third parties involved in fraud prevention and detection, as well as with partners who provide licensed content through our services.

In certain circumstances, we may disclose personal data to law enforcement or other public authorities, for example to report fraud or in response to a lawful request. Data may also be shared when necessary to protect the rights, property, or safety of us, our users, or others. We may provide information to our professional and legal advisers, and in the event of a sale

of business assets, personal data may be disclosed to potential buyers. In all other cases, we only share personal data with your consent or where we are otherwise legally permitted to do so.

We ensure that all third parties we work with are required to keep personal data confidential and to maintain appropriate security and data protection standards. We never sell, trade, or otherwise transfer your personal data to outside parties for commercial gain. Some of our trusted third parties may be located outside of Norway, including in countries where legal protections for personal data may differ from those in your home country. Where data is transferred internationally, we implement safeguards to ensure that your information remains protected. You can contact us if you would like more details about these safeguards.

7. How long do we keep your personal data?

We will keep your personal data for as long as we need it for the purposes set out above, and so this period will vary depending on the purpose in question.

For example, where you have made a purchase with us as a representative for a customer, we will keep a record of your purchase for the period necessary for invoicing, tax and warranty purposes. We may also keep a record of correspondence with you (for example if you have made a complaint about our product) for as long as is necessary to protect us from a legal claim.

Where we no longer have a need to keep your information, we will delete it. Please note that where you unsubscribe from our marketing communications, we will keep a record of your email address to ensure we do not send you marketing emails in future.

8. Third-party links

Occasionally, at our discretion, we may include or offer third party products or services on our Site. These third-party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked Sites. Nonetheless, we seek to protect the integrity of our Site and welcome any feedback about these Sites.

9. Changes to our Privacy Policy

If we decide to change our privacy policy, we will post those changes on this page, and/or update the Privacy Policy modification date below

10. Contact

If you have questions about this Privacy Policy or our data processing, please contact:

Lette AS

Email: post@lette.no

Address: Lyngveien 21, 3260 Larvik