Privacy Notice for Public Complaints

The SCA Group comprises a number of companies and operations. Each SCA company is the data controller for its processing of personal data within the business relationship between that SCA company and the company for which you are a contact person or representative. The company within the SCA Group with which you are in contact is therefore the issuer of this notice.
SCA continually takes the necessary measures to ensure that your personal data is processed in accordance with applicable data protection legislation and good market practice. Further information about your rights in relation to SCA when SCA processes your personal data, as well as the legal bases for processing and SCA's fundamental principles, is provided in the General Privacy Notice, available at sca.com/gdpr.

Personal data SCA processes about you

We may process the following personal data about you in connection with public complaints:

- Name,
- contact details (such as address, email address and telephone number),
- vehicle registration number (in connection with car washing),
- bank account details (in connection with any compensation), and
- information about the complaint.

The personal data is collected directly from you when the complaint is registered. Bank account details are collected if an agreement on compensation is reached.

Why SCA processes your personal data

SCA processes personal data to handle complaints from the public relating to our operations, such as possible gas emissions, odours, fibre fallout or other impacts. When we receive a complaint, we need to retain the complainant’s contact details to document the complaint and contact them again if necessary.

The legal basis for our processing is legitimate interests, based on a balancing of interests. Our legitimate interest is to be able to handle the complaint. If the matter results in financial compensation, the processing is also based on compliance with a legal obligation under the Swedish Accounting Act.

Personal data is normally retained for two years from the date the complaint is registered, after which it is deleted from our records. For cases where the legal basis is compliance with a legal obligation, the case records are retained for seven years from the date of payment, in accordance with the Swedish Accounting Act.

Contact SCA

• Via the contact form at sca.com/gdpr or by email at gdpr@sca.com.
• By telephone on +46 (0)60-19 33 30 (switchboard). Ask for the Head of Administration GDPR or Legal Counsel.