

Overview of data processing activities

This overview of data processing activities applies from 7 February 2022.

When we provide your digital mailbox

Purpose	Personal data	Source	Lawful basis
To identify you as part of the verification process when you log in or sign with Mobile BankID.	Information provided in connection with your activity with Mobile BankID, e.g., social security number, name, IP-adress, BankID validity period, BankID signature and BankID certificate.	Finansiell ID-Teknik BID AB.	Your agreement with Kivra (Kivra's General Terms and Conditions for the Service including Special Terms and Conditions for Kivra's additional services).
To identify you as a recipient of E-letters.	Social security number, e-mail, mobile telephone number.	The User.	Your agreement with Kivra (Kivra's General Terms and Conditions for the Service including Special Terms and Conditions for Kivra's additional services).
To perform checks against the Swedish state personal address register (SPAR) in order to keep the personal data we process about you updated and correct.	Social security number and name.	The User (Name and social security number). The Swedish state personal address register (SPAR) (Any updated information).	Kivra's legal obligations under the General Data Protection Regulation.
To notify Senders that you can receive E-letters in Kivra.	Social security number, e-mail address and mobile telephone number.	The User.	Your agreement with Kivra (Kivra's General Terms and Conditions for the Service including Special Terms and Conditions for Kivra's additional services).

<p>To send messages to you that a new E-letter is available and to communicate with you about the Service.</p>	<p>Name, e-mail address, mobile telephone number, device ID (in connection with notifications in Kivra's app).</p> <p>Information about which Sender you have received an E-letter from.</p> <p>Information about the title and type of the E-letter.</p> <p>Information about the handling of the E-letter in Kivra e.g., time of receipt and read status (read/not read).</p>	<p>The User (Name, e-mail address and mobile telephone number).</p> <p>The Sender (The Sender's name and information about the title and type of the E-letter).</p> <p>Kivra (Device ID, information about the handling of E-letter in Kivra).</p>	<p>Your agreement with Kivra (Kivra's General Terms and Conditions for the Service including Special Terms and Conditions for Kivra's additional services).</p>
<p>To send marketing e-mail, surveys and questions about Kivra's Service. You can choose to opt-out to receive such e-mails by notifying Kivra or by unsubscribing through the link in the e-mail.</p> <p>If you choose not to receive these emails , Kivra needs to save your e-mail address in a block list to ensure that such emails will not be sent to you.</p>	<p>Name, e-mail address and IP-address.</p>	<p>The User.</p>	<p>For sending e-mails: Legitimate interest motivated by Kivra's legitimate interest in informing you about news related to Kivra's Service and sending you questions (e.g., a survey or poll regarding Kivra or Kivra's Service).</p> <p>For block list: Legitimate interest motivated by Kivra's legitimate interest in not sending you e-mails of this kind if you would not like to receive them.</p>
<p>To let you upload, view and erase documents that you have uploaded to the Service, using the camera or upload</p>	<p>The content of your uploads (What personal data is included in your uploads depends on what you choose to upload)</p>	<p>The User (content of upload and name of upload)</p>	<p>Your agreement with Kivra (Kivra's General Terms and Conditions for the Service including Special Terms and Conditions for</p>

functionality of your device.	Name of upload Date and time of upload Type of upload (PDF or image) and file size User-ID	Kivra (date and time of upload, type of upload and file size, User-ID)	Kivra's additional services).
To take specific actions with information about your E-letters and signed documents, in order to fulfil your agreement with Kivra. Examples of such actions are making invoices payable and managing your bookings.	Information about E-letters and signed documents, e.g., Sender, title and type of E-letter, time of receipt / signing and reading status (read/not read). User-ID. Information about what parts of Kivra's Service you use, your choices and settings in the Service and about your interactions with the Service.	The Sender (E-letters). Kivra (User-ID, information about your use of the Service).	Your agreement with Kivra (Kivra's General Terms and Conditions for the Service including Special Terms and Conditions for Kivra's additional services).
To otherwise provide and adapt the Service to your choices, settings and interactions with the Service, e.g. language settings, letting you choose whether or not to receive E-letters from certain Senders.	User-ID. Information about which parts of Kivra's Service you use, your choices and settings in the Service and about your interactions with the Service.	Kivra.	Your agreement with Kivra (Kivra's General Terms and Conditions for the Service including Special Terms and Conditions for Kivra's additional services).
To produce statistics on an aggregated and anonymised level of how Kivra's Users use our Service. With the help of such information, we can adapt and improve the	Social security number, IP-address, device ID, postcode, and User-ID. Information about which parts of Kivra's Service you use, your choices and settings in	The User (Social security number, IP-address, Device ID). The Swedish state personal address register (SPAR) (Postcode).	Legitimate interest motivated by Kivra's legitimate interest in being able to produce and use this type of statistics.

Service for our Users and improve and adapt information and marketing materials.	the Service and about your interactions with the Service.	Kivra (User-ID, information about your usage of the Service).	
To troubleshoot and investigate security incidents.	Social security number, name, mobile telephone number, e-mail address, IP-address and device-ID. User-ID, log information and other information needed to find and fix the error respectively incident at hand.	The User (Social security number, name, mobile telephone number, e-mail address, IP-address, Device-ID). Kivra (User-ID, log information, etc.).	Legitimate interest motivated by Kivra's legitimate interest in following up that the Service functions correctly and in being able to detect, follow up, handle and remedy any errors and security incidents.
If you are a minor: To obtain the guardian's approval for you to enter into an agreement with Kivra.	Guardian's name and social security number.	The Swedish state personal address register (SPAR).	Legitimate interest motivated by Kivra's legitimate interest in ensuring that minors who use Kivra have the guardians' approval.
If you have a company position: To find out which of Kivra's business services might be of interest to you.	Company positions.	Swedish Companies Registration office.	Legitimate interest motivated by Kivra's legitimate interest in being able to provide you with relevant information about Kivra's Service.
If you used Kivra's previously provided own payment service: To display information about which invoices you have paid or handled in Kivra.	Information about payment with Kivra's previous, own payment service such as OCR number, invoice amount, payee, payment date and bank account for payment.	The Sender (OCR number, invoice amount, payee). Kivra (payment date). The User (bank account for payment).	Your agreement with Kivra (Kivra's General Terms and Conditions for the Service).

To accommodate your rights under the General Data Protection Regulation, such as providing you with an extract from the register or complying with your right to be forgotten.	Social security number. User-ID. Other information required for the relevant right.	The User (Social security number). Kivra (User-ID and other information).	Kivra's legal obligations under the General Data Protection Regulation.
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If you receive digital receipts

Purpose	Personal data	Source	Legal basis
To notify Senders that you can receive digital receipts in Kivra.	Social security number, mobile telephone number, e-mail address and payment card information (card number and expiration date). User-ID for your payment card. Token.	The User (social security number, mobile telephone number, e-mail address, payment card information). Kivra (User-ID for your payment card). The Sender's payment service provider (token).	Your agreement with Kivra (Kivra's General Terms and Conditions for the Service).
To identify you as the recipient of digital receipts.	Social security number, mobile telephone number and e-mail address. Payment card information (card number and expiration date). User-ID for your payment card. Token.	The User (social security number, mobile telephone number, e-mail address, payment card information). Kivra (User-ID for your payment card). The Sender's payment service provider (token).	Your agreement with Kivra (Kivra's General Terms and Conditions for the Service).
To delete information about an expired payment card and remind you that your payment card is about to expire.	Expiration date, User-ID for your payment card and Payment card-ID.	Kivra's subcontractor for digital receipts (expiry date, payment card ID). Kivra (User-ID for your payment card).	Your agreement with Kivra (Kivra's General Terms and Conditions for the Service).

To validate your card information.	User-ID for your payment card, payment card-ID, name, masked payment card number, payment card type, expiration date and date the payment card was added.	Kivra's subcontractor for digital receipts.	Your agreement with Kivra (Kivra's General Terms and Conditions for the Service).
To administer digital receipts in accordance with your agreement with Kivra. Examples of such administration are to organize digital receipts so that they can be displayed to you in the Service and so that you can search the receipts.	Information about digital receipts, such as date, amount, store and product.	The Sender.	Your agreement with Kivra (Kivra's General Terms and Conditions for the Service).
If you choose to share your digital receipt with a third party, e.g. expense management system, Kivra shares the contents of your digital receipt with the party you choose to share with.	Information about digital receipts, such as date, amount, store and product.	The Sender.	Your agreement with Kivra (Kivra's General Terms and Conditions for the Service).

If you choose to share your digital mailbox with another User

Purpose	Personal data	Source	Legal basis
To identify you when sharing.	Social security number.	The User.	Your agreement with Kivra (Kivra's General Terms and Conditions for the Service including Special Terms and Conditions for Kivra's additional services).
To display information to the other User.	Name	The User (Name and uploaded documents).	Your agreement with Kivra (Kivra's General

	<p>Content of uploads</p> <p>Information about shared E-letters and signed documents, such as title, type of E-letter, reading status and time of receipt / signing / upload.</p> <p>Note that shared mailbox does not give the other User access to information about your digital receipts.</p>	<p>The Sender (Information on shared E-letters).</p> <p>Kivra (Information on shared documents).</p>	<p>Terms and Conditions for the Service including Special Terms and Conditions for Kivra's additional services).</p>
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If you contact Kivra's customer service

Purpose	Personal data	Source	Legal basis
<p>To identify you in a secure way and communicate with you about your question to Kivra's customer service.</p>	<p>Social security number, e-mail address, mobile telephone number and name.</p> <p>Other information needed to be able to handle your case at Kivra's customer service.</p>	<p>The User</p> <p>Kivra (For information created by Kivra that is needed to handle the case).</p>	<p>Legitimate interest motivated by Kivra's legitimate interest in being able to identify you and provide you with support regarding Kivra's Service.</p>

If you make payments in Kivra via Tink

Purpose	Personal data	Source	Legal basis
<p>To share information with Tink to identify if you are a user of Tink's payment initiation service for paying invoices in Kivra.</p>	<p>Social security number.</p>	<p>The User.</p>	<p>Your agreement with Kivra (Kivra's General Terms and Conditions for the Service including Special Terms and Conditions for Kivra's additional services).</p>

To share information with Tink to ensure that payment is made from the correct bank and in accordance with your instructions regarding the time of payment.	Choice of bank and time of payment.	The User.	Your agreement with Kivra (Kivra's General Terms and Conditions for the Service including Special Terms and Conditions for Kivra's additional services).
To process and share information with Tink to ensure that payment is made in accordance with the payable E-letters you receive from the Sender.	OCR number, payee, invoice amount and other invoice information.	The Sender.	Your agreement with Kivra (Kivra's General Terms and Conditions for the Service including Special Terms and Conditions for Kivra's additional services).
To show you the current status in connection with the invoice.	Payment initiation status.	Tink.	Your agreement with Kivra (Kivra's General Terms and Conditions for the Service including Special Terms and Conditions for Kivra's additional services).
To display your default account in the Service. Kivra also shares information about which account you have as a default back to Tink in the next payment so that you do not have to make this choice again.	Preselected bank account number.	Tink.	Your agreement with Kivra (Kivra's General Terms and Conditions for the Service including Special Terms and Conditions for Kivra's additional services).

If you use the Signing Service between Senders and Users

Purpose	Personal data	Source	Legal basis
To securely identify that you are the correct recipient of E-letters to be signed	Social security number.	The User.	Your agreement with Kivra (Special Terms and Conditions for Kivra's Signing

by you from the Sender.			Service between Senders and Users).
To identify you as part of the verification process when you log in or sign with Mobile BankID.	Information provided in connection with your activity with Mobile BankID, e.g., social security number, name, IP-address BankID period of validity, BankID signature, BankID certificate.	Finansiell ID-Teknik BID AB.	Your agreement with Kivra (Special Terms and Conditions for Kivra's Signing Service between Senders and Users).

If you use the Signing Service between Users

Purpose	Personal data	Source	Legal basis
To show you relevant information about signatures in the Service.	Information about signatures, e.g. date, time, signing method, parties, signing administrator, IP address, document ID, document title and document check sum.	Kivra (date, time, signing method, IP address, document ID and checksum for documents). Signing administrator (document title, parties).	Your agreement with Kivra (Special Terms and Conditions for Kivra's Signing Service between Users).
To verify signed documents on behalf of a User.	Information in the PDF of a signed document provided by the User.	The User.	Your agreement with Kivra (Special Terms and Conditions for Kivra's Signing Service between Users).

If you participate in a customer survey

Purpose	Personal data	Source	Legal basis
To contact you within the framework of the survey.	Name. E-mail address.	Norstat Sverige AB.	Your consent.

	Mobile telephone number.		
To improve Kivra's Service.	Personal information about you in the result of the survey, such as recordings or feedback.	The User.	Your consent.