

Data protection policy of Tuotenauha Oy's customer database

According to the General Data Protection Regulation, the data controller has an obligation to inform the data subjects in a clear manner. This document meets the information requirements.

1. Data controller

Tuotenauha Oy (Business ID: 0870091-7)
PL 35 (Moisionkatu 6)
15101 Lahti

Contact details for issues related to the register:

Timo Heikkinen
+358 40 544 7120
timo.heikkinen@tuotenauha.fi

2. Data subjects

In the register we deal with the personal data of our customers, potential customers, their representatives as well as suppliers.

3. Criteria for keeping the database and its purpose

Personal data is processed on the basis of the customer relationship, potential customer relationship and supplier relationship.

Personal data is processed only for pre-defined purposes, which are as follows:

- customer relationship management
- supplier relationship management
- customer communication
- information
- direct marketing

4. Personal data stored in the database

The customer database contains the following information:

Contact details

- company name, contact information
- person's name, e-mail address, phone number, title/responsibility
- any relevant information related to the customer relationship management

Customer information

- information of purchased products / services

5. Rights of the data subject

The data subject has the following rights, whose requests for use should be made to the address:

Tuotenuha Oy
Timo Heikkinen
PL 35
15101 Lahti

timo.heikkinen@tuotenuha.fi

The right of inspection

The data subject may inspect the personal information we have stored.

Right to rectify information

The data subject may request to correct information about them that is incorrect or incomplete.

Right to oppose

The data subject may object to the processing of personal data if they feel that personal data has been processed unlawfully.

Direct marketing ban

The data subject has the right to prohibit the use of information in direct marketing.

Deletion right

The data subject has the right to request deletion of the data if data processing is unnecessary. We process the deletion request after which we either delete the data or explain the reason why it can not be deleted.

It should be noted that the data controller may have statutory or other rights not to delete the requested information. The data controller is obliged to keep accounting records in accordance with the Accounting Act (chapter 2, section 10) for a set period of time (10 years). Therefore, accounting records can not be removed before the deadline expires.

Withdrawal of consent

If the personal data of the data subject is based solely on consent, and not for example membership or being a customer, the data subject may cancel the consent.

The data subject may appeal the decision to the Data Protection Ombudsman

The data subject has the right to demand that we limit the processing of disputed information until the matter is resolved.

Right to appeal

The data subject has the right to file a complaint to the Data Protection Ombudsman if they feel we are breaking the current data protection legislation when processing personal data.

Contact details of the Data Protection Ombudsman: www.tietosuoja.fi/en/index/yhteystiedot.html

6. Regular sources of information

Customer information is obtained mainly through:

- the customers when the customer relationship starts
- potential customers by initial contact
- the suppliers themselves
- the customers', potential customers' or suppliers' websites
- other public documents

7. Regular disclosure of information

As a rule, information will not be handed over to anyone outside of Tuotenauha Oy for marketing purposes.

8. Processing duration

We will only keep personal information as long as it is necessary for the defined processing purposes, while respecting the requirements of laws and regulations.

9. Handler of personal data

The data controller and their employees handles the personal data. We may also outsource the processing of personal data partially to a third party, in which case we guarantee by contract that the personal data is handled in accordance with current data protection legislation and otherwise properly.

10. Transferring data outside of the EU

Personal data will not be transferred outside of the EU or the European Economic Area.

11. Automatic decision making and profiling

We do not use data for automatic decision making and profiling.