

Saimaan Eristys Oy Privacy Notice

Under the General Data Protection Regulation, the data controller is obliged to provide data subjects with clear information. This notice fulfills this obligation to inform.

1. Data Controller

Saimaan Eristys Oy

Contact Details:

Eteläkatu 16
53500 Lappeenranta

Contact details for data protection matters

Saimaan Eristys Oy
Eteläkatu 16
53500 Lappeenranta
020 795 9330
info@saimaaneristys.fi

Data Protection Officer

Jenni Hukkanen
Eteläkatu 16
53500 Lappeenranta
040 635 2832
jenni.hukkanen@saimaaneristys.fi

2. Data Subjects

The personal data of current and former customers and the contact persons of customer organizations are processed in our register.

3. Legal basis and purpose of processing personal data

The purpose of our register is to ensure the accurate and up-to-date management of customer data throughout the customer relationship, the maintenance and development of the customer database, and the management of customer complaints.

Personal data are processed only for predefined purposes, which are the following:

- Legal basis: Performance of a contract
- Legal obligation, insofar as the collection and registration of data relates to the fulfillment of accounting obligations

- Legitimate interest of the controller, insofar as the collection and registration relates to post-relationship activities
- For the management of customer relationships

4. Personal data stored in the register

The company's customers are primarily organizations, however, the data regarding these customer organizations may include the personal data of the organizations' personnel or clients.

The customer register contains the following information:

Contact information

- Name
- Address
- Email address
- Phone number
- Business ID
- Information on contracts and transactions
- In the case of credit sales, the personal identity code of private individuals
- Position in the organization
- E-invoicing address, billing email address, or billing address

Customer Data

- Information on purchased products/services

5. Rights of the Data Subject

The data subject has the following rights. Requests concerning the exercise of these rights must be sent to:

Saimaan Eristys Oy
Eteläkatu 16
53500 Lappeenranta
020 795 9330
info@saimaaneristys.fi

Right of access

The data subject has the right to inspect the personal data we have stored about them.

Right to rectification

The data subject may request the correction of inaccurate or incomplete personal data concerning them.

Right to object

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

Right to object direct marketing

The data subject has the right to prohibit the use of their data for direct marketing purposes.

Right to erasure

The data subject has the right to request the deletion of their data if processing is no longer necessary. We will process the deletion request, after which we will either delete the data or provide a justified reason why the data cannot be deleted.

Please note that the controller may have a statutory or other right not to delete the requested data. For example, the controller is obliged to retain accounting material for the period specified in the Accounting Act (Chapter 2, Section 10), which is 10 years. Therefore, accounting-related material cannot be deleted before this deadline expires.

Withdrawal of consent

If the processing of personal data is based solely on consent, and not on, for example, a customer relationship or membership, the data subject has the right to withdraw their consent.

The data subject has the right to lodge a complaint with the Data Protection Ombudsman

The data subject has the right to request that we restrict the processing of disputed personal data until the matter has been resolved.

Right to lodge a complaint

The data subject has the right to lodge a complaint with the Data Protection Ombudsman if they feel that our processing of personal data violates valid data protection legislation.

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

5. Regular sources of information

Personal data is collected from data subjects themselves or from the organizations in which they work.

Customer data is regularly obtained from:

- the customer themselves upon the establishment of the customer relationship

6. Regular Disclosures of Personal Data

Personal data is not generally disclosed to third parties. Exceptions include the transfer of invoices to debt collection and the transfer of data to an outsourced accounting firm. We disclose data within the group of companies. Personal data is disclosed to the registry administrator, who acts as a data processor. Personal data may be transferred to a new system administrator when changing the registry's service provider. A partner of the controller responsible for the technical maintenance and processing of the personal data register may transfer personal data in accordance with applicable privacy legislation and this privacy notice.

We do not disclose data for marketing purposes outside Saimaan Eristys Oy.

We have ensured that all our service providers comply with data protection legislation. We regularly use the following service providers.

- Accountor
- Procourtor
- KPMG

7. Retention periods

Customer data is retained in the register for as long as the data subject remains a customer and for the duration of the contractual liability period for complaints. After termination of the customer relationship, personal data is retained for a maximum of ten years from the end of the customer relationship, or until the customer requests its deletion.

Data recorded on statutory basis is retained for at least the minimum retention period prescribed by law. Data recorded on the basis of the controller's legitimate interest is retained for at least as long as that interest exists, for example for the duration of a receivable. Data processed on the basis of consent is retained until the consent is withdrawn.

8. Processors of Personal Data

The controller and the company's employees process the customer register. We may also partially outsource the processing of personal data to a third party, in which case we ensure through contractual arrangements that personal data is processed in accordance with applicable data protection legislation and otherwise appropriately.

Digitally processed personal data is protected and stored in a system with access restricted to only those persons who require the data in order to perform their work duties. Such persons have individual usernames and passwords

9. Transfers of Data Outside the EU

Personal data is not transferred outside the EU or the European Economic Area.

13. Automated Decision Making and Profiling

We do not use personal data for automated decision-making or profiling.

Amendments to This Privacy Notice This privacy notice may be updated from time to time, for example due to changes in legislation. This notice was last updated on 29.2.2024.