

## Privacy notice for data subjects that as individuals have registered as users of the data services of Suomen Asiakastieto Oy

1. **Controller: Suomen Asiakastieto Oy**, Hermannin rantatie 6, PL 16, 00580 Helsinki, [www.asiakastieto.fi](http://www.asiakastieto.fi)  
[www.omatiето.fi](http://www.omatiето.fi)

Suomen Asiakastieto Oy is part of **Enento Group Plc**, Hermannin rantatie 6, PL 16, 00580 Helsinki  
[www.enento.com](http://www.enento.com)

2. **Personal data which is processed**

- **Your name and email address**
- **Your ID number** if the usage of the service requires that (Tietovahti and monitoring credit information of another individual)
- **Recordings** of the phone calls with you (you will be separately informed about the recording)

3. **Purposes for processing your personal data**

- We process your personal data to manage the customer relationship with you
- We process your personal data for marketing purposes

4. **Legal basis for processing your personal data**

- We process your personal data based on GDPR 6.1 b for performance of contract that we have with you.
- We process your personal data for marketing products that are in same product group than the one the contract with you concerns, based on GDPR 6.1 f and the legitimate interest of Asiakastieto.
- We process your personal data based on GDPR 6.1 a for other marketing purposes if we have your consent to do so.

5. **Special categories of personal data and personal data relating to criminal convictions and offences**

We don't process sensitive category personal data or data relating to criminal convictions and offences concerning you.

6. **Collection of your personal data**

We collect your personal data from you when you contact us or register to use a service. You can give your contact details to us by filling in a form on our website, buying a service or contacting us by calling or by using chat on the website.

When you visit our website we will collect e.g.

- data concerning your purchases
- data about how you use our website
- technical data concerning your browser and your IP address

7. **Third parties that we disclose your personal data to inside EU/EEA**

- Service providers participating in executing our website and services, like payment service providers
- Authorities: Data requests based on legal obligation
- Data subjects for whom we have recorded a payment default entry and exercise their right to get access to their data or data subjects that have purchased Tietovahti service.
- Your personal data may also be disclosed to our processors based on the contracts we have with them.

8. **Transfers of personal data outside EU/EEA area**

Your personal data may in some situations be disclosed outside EU/EEA area for example to the processors we use. In these situations we ensure that your personal data is secured to an adequate level. We also use Standard Contractual Clauses and other measures to protect your personal data.

#### 9. Profiling and automatic decision making (incl. meaningful info about the logic involved)

Asiakastieto does not process your personal data for profiling or automatic decision making purposes.

#### 10. Retention periods

- Your name, ID number and email address will be kept for as long as you are our customer and for 24 months after that.
- If you have given your consent for marketing purposes, we will keep your data for this purpose for 5 years.

#### 11. Your rights

You as the data subject whose personal data Asiakastieto is processing, have several different data subject rights towards us as the controller. Below you will find information on how to exercise these rights. We will process your request and respond to your request without undue delay and in any event within one month of receipt of the request.

- **Right to information**
  - You will receive the privacy notice when you register to use the service
  - If phone call with you is recorded, you will be separately informed about this at the beginning of the call.
- **Right of access**

If you want to know what personal data we process about you, please send an email to [omatieto@asiakastieto.fi](mailto:omatieto@asiakastieto.fi). We also provide secure email which you can access here <https://mail.asiakastieto.fi/>. If you want to limit your request to certain type of data please communicate that in the email.
- **Right to rectification**

If you want to request rectification of incorrect personal data concerning you, please send an email to [omatieto@asiakastieto.fi](mailto:omatieto@asiakastieto.fi). We also provide secure email which you can access here <https://mail.asiakastieto.fi/>.
- **Right to erasure**

If you want to request erasure of personal data concerning you please send an email to [omatieto@asiakastieto.fi](mailto:omatieto@asiakastieto.fi). We also provide a secure email which you can access here <https://mail.asiakastieto.fi/>.
- **Right to restriction of processing**

If you want to request restriction of processing of your personal data please send an email to [omatieto@asiakastieto.fi](mailto:omatieto@asiakastieto.fi). We also provide a secure email which you can access here <https://mail.asiakastieto.fi/>.
- **Right to data portability**
  - You have the right to receive the personal data concerning you, which you have provided to us, in a structured, commonly used and machine-readable format and have the right to transmit those data to another controller.
  - If you want to exercise your right to data portability please send an email to [omatieto@asiakastieto.fi](mailto:omatieto@asiakastieto.fi). We also provide a secure email which you can access here <https://mail.asiakastieto.fi/>.
- **Right to object**
  - You have the right to object, on grounds to your particular situation, the processing of your personal data which is based on public interest (art 6.1 e) or legitimate interest (art 6.1 f).

- If you want to exercise your right to object to processing please send an email to [omatieto@asiakastieto.fi](mailto:omatieto@asiakastieto.fi). We also provide a secure email which you can access here <https://mail.asiakastieto.fi/>.
- If you want to object to processing your data for marketing purposes, please send an email to above mentioned email address and we will stop processing your personal data for this purpose immediately.

## 12. Updating this privacy notice

This privacy notice can be updated time to time and new version will be published on this site.

## 13. Contact info and possible complaints

If you have questions about how we process your personal data, please contact our customer service at [omatieto@asiakastieto.fi](mailto:omatieto@asiakastieto.fi). We also provide a secure email which you can access here <https://mail.asiakastieto.fi/>.

Asiakastieto has appointed a Data Protection Officer. You can contact the DPO by sending email to [dpo\(a\)enento.com](mailto:dpo(a)enento.com).

If you are not satisfied with how we process your personal data, you have the right to file a complaint with supervisory authority, The Data Protection Ombudsman (Lintulahdenkuja 4, 00530 Helsinki, [tietosuoja\(a\)om.fi](mailto:tietosuoja(a)om.fi))

Privacy notice has been updated 7/2024

