

Privacy notice for data subjects who respond to a Customer feedback survey

1. **Controller: Suomen Asiakastieto Oy**, Elielinaukio 5 B, PL 16, 00100 Helsinki, www.asiakastieto.fi
www.omatieto.fi
Suomen Asiakastieto Oy is part of **Enento Group Plc**, Elielinaukio 5 B, PL 16, 00100 Helsinki, www.enento.com

2. **Personal data which is processed**

- Your name
- Your email address
- Your phone number

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

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

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

We process your personal data

- to develop functionalities, products, services, offers and customer support and communication towards you
- to be able to compare customer feedback survey results to earlier results

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

We process your personal data for customer feedback survey purposes based on GDPR 6.1 a when we have your consent. You have the right to withdraw your consent at any time and the withdrawal will be effective from when we receive it.

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 the information you have provided to customer feedback survey template. Collection of the data that is processed to send the survey is explained in privacy notices describing the original purpose for processing your data (available on e.g. Asiakastieto website under "Privacy statement").

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

Your personal data may be disclosed to our processors to be processed on behalf of Asiakastieto.

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 automated decision-making**

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

10. **Retention periods**

Your data will be processed for customer feedback survey purposes for 13 months.

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 give us your consent to process your data for customer feedback survey purposes.
- **Right of access**
If you want to know what personal data we process about you, please send an email to 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. 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. 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. 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. 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. We also provide a secure email which you can access here <https://mail.asiakastieto.fi/>.

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. 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 2/2025