

Privacy notices

Customer and marketing communication register

Last updated on 23 May 2018

Privacy notice

Suomen Tilaajavastuu Oy's customer and marketing communication register

1. Controller and contact person of the register

Suomen Tilaajavastuu Oy (Business ID FI23273271)

Tarvonsalmenkatu 17 B

02600 Espoo, Finland

Data Protection Officer Saara Rinta-Jouppi

Email: tietosuoja@tilaajavastuu.fi

2. Data subjects

Data subjects are contact persons of Suomen Tilaajavastuu Oy's ("STV") customers and potential customers, users of STV's services, and users of STV's website. Customers are companies, entrepreneurs, or consumers.

3. Basis for and purpose of personal data processing

The legal basis for personal data processing is the legitimate interest of the controller or fulfilling a contract made with the controller.

4. Which personal data is collected and from what sources?

The customer and marketing communication register contains the following data on the contact persons for our customers and potential customers:

- name, email address, telephone number, job title
- name and contact details of the company/organisation
- Mailing list subscription data
- bans on direct marketing and customer communications
- pages opened and brochures requested by the user on the website
- information on logging into STV's website
- information on any customer and direct marketing communication sent by email and whether the message has been read
- user profile

- information on any communication between the data subject and the seller of STV's services, such as content, date, and time of message
- messages sent to Customer Service and processing data on the related ticket
- website chats with Customer Service
- recording of calls made to the telephone number of Customer Service
- feedback you provide on the use of Customer Service
- other information related to the purpose of the register that can be linked to the data subject, such as data collected on the use of the website during the use of the service (e.g. the user's IP address, time of the visit, pages visited, browser type used, website that directed the user to the website, and the server that the user used to access the website).
- Name of the customer company, first and last name of the contact person, work email address, telephone number
- Permissions and/or bans on the contact person in electronic direct marketing and customer communications
- Classification data provided by the contact person (e.g. interests)
- Information provided on contact forms
- Customer feedback data, contact messages, and consents
- IP address or other ID
- Subscription, invoicing, and delivery data
- Data collected through cookies
- Data collected on the use of STV's online services
- Data collected on the use of STV's Customer Service channels
- Data related to the use of social media, such as LinkedIn, Facebook and Twitter, e.g. 'liking' our website

5. Regular disclosure and transfer of personal data

STV can use subcontractors for personal data processing. STV can convey personal data to its partners for direct marketing purposes within the limits of valid legislation.

6. Transfers outside the EU and EEA

Personal data is not principally conveyed outside the European Union (EU) or the European Economic Area (EEA), unless necessary for the technical implementation of data processing, e.g. when the data subject sends or receives messages by email or other online-based transmission service.

STV can be used in customer and marketing communications and in Customer Service ticket management third-party data systems and cloud services, the personal data processing of which can be partly implemented outside the EEA. To the extent that STV's subcontractors implement data processing outside the EEA, STV will ensure that the transfer of personal data outside the EEA is completed in accordance with the valid legislation.

7. Storage period of personal data

Personal data contained in the customer and marketing communication register is stored for as long as STV will need it for the above purposes.

Personal data storage period

- recordings of chats with Customer Service: three months
- recordings of telephone conversations with Customer Service: seven months
- details on the customer's contact person related to customer relationship management: for as long as the data subject is the contact person of the customer concerned or for as long as STV stores the history data of the service used by the customer

8. Rights of data subjects

As a data subject, you have the right to inspect the personal data concerning yourself and demand that any incorrect data be corrected or deleted. However, we can, within the limits of law, restrict your right to access data that contains the personal data of others, is a business secret of ours or our customer, or is related to the safety features of the service.

You have the right to request that your personal data be deleted in situations specified in the general data protection regulation, if:

- you cancel your previous consent and there is no other legal basis for processing the data concerned besides your consent
- you object to the processing of your personal data, and there is no legal basis for continuing the processing
- processing the data is illegal
- you are under 18 and your personal data was collected in connection with providing information society services.

In situations specified in the general data protection regulation, you have the right to object to the processing of your data or to request that the processing of your data is restricted. If you consider the processing of your personal data to be illegal, you can submit a complaint on the processing to a competent authority.

9. Data security

The right to use the customer and marketing communication register is restricted to appointed persons only, who need the information concerned in their work tasks. Each user has his/her own user name and password. Personal data is principally stored in databases and data systems located within the European Economic Area that have the appropriate technical and organisational measures in place, to protect the personal data against misuse and disclosure.

10. Contacts

If you have questions regarding this privacy statement or you wish to exercise your rights, please contact STV's data protection officer by using the above email or postal address.

11. Changes

STV can make changes to this privacy statement from time to time without a separate notice. Any changes made are listed in the “last update” section at the beginning of this privacy notice.