

PRIVACY NOTICE OF LOISTO PRO OY

This privacy notice gives you information on how we process your personal data and ensure its privacy.

DATA PROCESSING IN A NUTSHELL

- We collect your personal data, inter alia, for taking care of the client relationship or cooperation, developing our business operations, and planning marketing.
- The data we process are mainly given to us by you when you use our website or buy our products.
- We process your personal data for providing services, sending client communications and marketing material, and for engaging in cooperation.
- We respect the protection of your privacy in all of our processing. We do not process any data which can be directly connected to you, unless this is necessary for the purposes of the processing.
- You can influence how we process your personal data. Your rights as a data subject and how to use them are described in the section Rights of the data subject: <https://tietosuoja.fi/en/know-your-rights>

WHO PROCESSES YOUR DATA?

Loisto Pro Oy (Business ID 2178921-5, address Käsämäentie 35, 20360 Turku, "me") processes your personal data as the controller for the purposes of providing services, taking care of the client relationship, marketing, analytics on our website and engaging in cooperation.

WHO CAN I CONTACT IN QUESTIONS RELATED TO DATA PROTECTION?

If you have any questions related to data protection or you wish to exercise your rights, you may contact:

Loisto Pro Oy
Käsämäentie 35
FI-20360 TURKU
Email: petra.hautala@loisto.pro
Tel. +358 40 571 5315

WHAT PERSONAL DATA DO WE PROCESS?

If you are **our client's representative**, we will process the following information about you:

- First and last name
- Email address
- Telephone number
- Other data provided by the person themselves
- Company name and Business ID
- Position of the company's representative

If you are **our cooperation partner or representative of our cooperation partners**, we will process the following information about you:

- First and last name
- Email address
- Telephone number

- Other data provided by the person themselves
- Company name and Business ID
- Position of the company's representative

If you **visit our website**, we will process the following information about you:

- IP address
- Operating system and device type
- Information about the website from which you enter our website
- information on your activities on our website

If you **use an application provided by us**, we will process the following information about you:

- Name
- Email address
- User name and password

If you are our **private client**, we will process the following information about you:

- First and last name
- Email address
- Telephone number
- Other information provided by the client themselves

FOR WHAT PURPOSES DO WE PROCESS YOUR PERSONAL DATA?

If you are our client, our client's representative, our cooperation partner or our cooperation partner's representative, we will process your personal data for the following purposes:

- For providing and delivering ordered services
- For sending information on a service and its provision
- For registering a personal user account required for using an application
- For sending client communications and marketing communications, such as newsletters
- For analysing how you use our website and for continuously improving the website
- For studying customer satisfaction
- For engaging in cooperation.

ON WHAT GROUNDS DO WE PROCESS YOUR DATA?

If you are our client or representative of our corporate client, we will process your information in order to submit a requested tender or provide a service ordered by you.

We will also process your data on the basis of the legitimate interests resulting from the client relationship or potential client relationship.

If you are our cooperation partner or a representative of our cooperation partner, we will process the data for preparing and implementing a cooperation agreement.

FROM WHERE DO WE OBTAIN YOUR PERSONAL DATA?

We obtain your personal data from you, or if you are a corporate client or a representative of our cooperation partner, we may also obtain your personal data from the company you represent. We may also obtain your contact details from the website of the company you represent or from a publicly available contact information service.

WHO DO WE SHARE YOUR PERSONAL DATA WITH?

We will disclose your personal data to the extent permitted and required under applicable legislation.

We have outsourced personal data processing to the following service providers, which process your personal data on our behalf:

- IT system providers
- Communication service providers
- Marketing tool providers.

DO WE TRANSFER YOUR DATA OUTSIDE THE EU?

We do not transfer your personal data outside the EU.

WHAT RIGHTS DO YOU HAVE?

You can exercise your rights by contacting us at:

Loisto Pro Oy
Kärsämäentie 35
20360 TURKU
Email: petra.hautala@loisto.pro
Tel. +358 40 571 5315

RIGHT OF ACCESS

You have the right to obtain from the controller confirmation as to whether we process personal data concerning you. You also have the right to access personal data concerning you as well as information on the processing of your personal data as set out in the Data Protection Regulation.

If you exercise your right to access the information, we will provide you with a copy of the personal data we process. If you request multiple copies, we may charge a reasonable fee for them on the basis of administrative costs.

RIGHT TO RECTIFICATION

You have the right to request us to rectify any incorrect data without undue delay. You also have the right to have incomplete personal data completed by providing a supplementary statement.

RIGHT TO ERASURE

You have the right to have us erase personal data concerning you without undue delay if:

- your personal data are no longer needed for the purposes for which they were collected or otherwise processed
- you withdraw consent on which the processing is based and there are no other legal grounds for the processing of such data
- you object to the processing of your personal data on grounds relating to your particular situation and there are no legitimate grounds for processing, or you oppose the processing of your personal data for direct marketing purposes
- we have processed personal data unlawfully, or
- personal data have to be erased for compliance with a legal obligation we are subject to.

RIGHT TO RESTRICTION OF PROCESSING

You have the right to have us restrict processing of your personal data so that your personal data may, in addition to storing, be processed only with your consent or for the establishment, exercise or defence of legal claims or to protect the interests of another person if:

- you contest the accuracy of your personal data, in which case we will restrict processing for a period enabling the controller to verify the accuracy of the personal data
- we process your personal data unlawfully and you oppose the erasure of the personal data and request the restriction of their use instead
- we no longer need your personal data for the purposes of the processing but you require them for the establishment, exercise or defence of legal claims, or
- you have objected to the processing of your personal data on grounds relating to your particular situation and you are waiting for the verification whether our legitimate grounds override the grounds of your objection.

RIGHT TO DATA PORTABILITY

You have the right to receive the personal data provided to us by you in a structured, commonly used and machine-readable format and the right to transmit those data to another controller if:

- our processing is carried out by automated means, and
- the processing is based either on your consent or is necessary for executing our agreement or performing pre-contractual measures upon your request.

The right to data portability is limited to conduct which does not adversely affect the rights and freedoms of others.

RIGHT TO OBJECT TO PROCESSING OF PERSONAL DATA

You have the right to object to the processing of your personal data on grounds relating to your particular situation if there are no legitimate grounds for the processing.

You have the right to object to the processing of your personal data for marketing purposes. You can prevent the sending of our newsletter by clicking the link in the messages to unsubscribe from marketing communications.

RIGHT TO LODGE A COMPLAINT WITH A SUPERVISORY AUTHORITY

You have the right to lodge a complaint with the Data Protection Ombudsman (<https://tietosuoja.fi/en/notification-to-the-data-protection-ombudsman>), if you find that your rights under the Data Protection Regulation have been breached in the processing of the personal data.

HOW LONG DO WE STORE YOUR PERSONAL DATA?

We will store your personal data for as long as is necessary for the purposes for which the personal data are processed or for complying with our legal obligations. In the storage periods, we will take into account, for example, the periods for filing suit as set out in legislation and bookkeeping obligations.

Personal data collected for marketing purposes will be stored until we are requested to stop processing such personal data for marketing purposes.

HOW DO WE ENSURE DATA SECURITY IN THE PROCESSING OF PERSONAL DATA?

We will maintain appropriate technical and organisational measures for protecting personal data. Such measures include protecting systems with firewalls and passwords.

Any materials maintained manually are located in premises to which unauthorised access is prevented.

Only those of our employees who need to process the personal data to perform their working duties have access to the personal data we process.

HOW DO WE USE COOKIES?

To improve the usability and functionality of our website and services, we use cookies on our website.

Cookies are small text files stored on the user's computer or terminal and do not harm the user's terminal. If you do not wish our website to store cookies on your computer, you can prevent the use of cookies in your browser settings.

We use Google Analytics tools. You can prevent the collection and use of data (such as your IP address) collected by means of cookies for the use of our website on Google by downloading and installing a browser add-on from the following link: <https://tools.google.com/dlpage/gaoptout?hl=en>. Please note that this add-on is browser- and computer-specific. Further information on Google Analytics' data protection is available at the address of Google Analytics Privacy Policy: <https://www.google.com/policies/privacy/>