

Privacy notice, customer and marketing communications register

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1. Controller

Tecnex Oy, Linnoitustie 4B, 02600 Espoo.

2. Contact person in matters relating to the register

Managing Director Jari Westerholm

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3. Name of the register

Tecnex Oy customer and contact information register.

4. Purpose of processing personal data and legal basis for processing

Following the laws and regulations in effect, the register is used to manage and develop existing customer or stakeholder relations, do marketing and customer or stakeholder communications.

Purpose of processing personal data:

- Managing the customer relationship and customer service
- Managing the stakeholder relationship
- Fulfilling the rights and obligations of the customer and Controller
- Based on EU General Data Protection Regulation (GDPR) and Data Protection Act, handling of data relating to the Controller products and services, like development and offering of products and services, marketing, and technical support.
- Planning possible advertisements
- Identifying recipients for possible customer newsletters.
- Identifying recipients for possible customer satisfaction surveys
- Storing information about the participants in training or demo events organised by the Controller

The personal data in the above-mentioned cases is processed on the following legal bases: agreement, consent or processing is necessary for compliance with the Controller's statutory obligation and/or processing is necessary to establish the Controller's legitimate interests.

The Controller's legitimate interest is the data processing base when there is a factual connection between the registered and Controller. Such factual connection is formed, for example, when the registered on his/her own initiative approaches Controller or when the Controller handles registered person's data based on a business or cooperation relationship between the registered employer of the registered person and the Controller.

Additionally, based on the legitimate interest the Controller may enter into the register such potential customers' contact persons or representatives, which the Controller can with good reasons assume be possibly interested in purchasing the products or services offered by the controller.

5. Data within the register

- The name of the company or organization and its VAT or company id
- The name of the contact person within a company or organization or the name of an individual
- The address of the contact person within a company or organization or an individual (also including the postal number and name of the postal area)
- The phone number of the contact person within a company or organization or an individual
- The email address of the contact person within a company or organization or an individual
- Information about the quotations done
- Received purchase orders date, number and information about the ordered products or services
- Information about the sent invoices (for example, when the invoice has been sent, invoice number and when the invoice has been paid)
- Other data collected based on consent from the customer or cooperation partner (for example, pictures)

Not all the above-mentioned data is collected for all the contact persons or individuals. Depending on the case, only the necessary or received data is stored.

6. Usage of cookies on Controller web pages and social media channels

When you visit on our web pages, the page stores cookies, it is small text-files, in the browser of your computer.

All the cookies used on our web pages are technical cookies, which enable the functionality of our web pages and thus we can offer you better service.

Currently we do not have registration or web-based forms in use on our web pages.

In the social media the controller has currently an account and presence in LinkedIn. The link to the service can be found from our web pages.

When visiting our web page, we do not store any cookies relating to the social media channels to your computer. If you on our web page click the link to the LinkedIn, you are directed to that service, which have its own rules relating to usage of cookies and privacy control.

7. Data retention period

Controller handles and stores personal data only as long as there is a legal obligation to do so or it is necessary based on the in advance defined purpose for the data.

Purchase orders, invoicing and deliveries related data will be stored 8 years after the customer relationship has ended.

The customer and contact information register will be checked and updated at least 2 times per year. Those persons, who are no longer relevant based on the purpose of the register, are then removed.

8. Sources of the information

The information about the registered person or organization is primarily received from the person or organization itself or from his/her employer or party which has a customer, business, cooperation, or agreement relationship with the Controller.

Additionally, information is received from public or widely available sources like internet and official trade registers.

9. Transfer of personal data outside of EU/ETA

Controller discloses personal data only based on legitimate needs and obligations arising from the law or regulations.

The data will not be disclosed outside of the Controller or to its co-operation partners, except when needed for a possible credit application, debt collection, or invoicing or due to the obligations based on the legislation.

The registered personal data is not disclosed or transferred outside of EU/ETA. If data is disclosed outside of EU/ETA, the Controller would follow adequate level of protection in accordance with Article 46 of the EU Data Protection Act.

10. Principles of data protection

The personal data will remain confidential. The data network or computer environment or the possible cloud services in which the filing systems are located are protected by the necessary technical and organizational measures.

Only those persons have access to the data, who have signed proper nondisclosure agreements or who have justified need based on their job duties to handle such data.

11. Rights of the data subject

Right to check the data:

Data subject has right to check from the Controller if personal data is stored on them and if personal data is stored, right to get a copy of them according to Article 15 of the EU Data Protection Act.

Right to rectification:

Data subject has right within the limits permitted by law to require the Controller to rectify or remove inaccurate, incorrect, unnecessary, or expired personal data on them according to Article 16 of the EU Data Protection Act.

Right to withdraw consent and to get forgotten:

When the personal data is handled based on the consent, the data subject has right to withdraw consent by informing the Controller.

If personal data is handled for direct marketing purposes, the data subject has always a right whenever to oppose the usage of that data for this kind of marketing purposes, including possible profiling when it relates to this kind of direct marketing.

Data subject has right to request Collector to erase all data on them meaning right to get forgotten according to Article 17 of the EU Data Protection Act.

Right to restrict processing:

Data subject has the right to restrict processing of the personal data on them according to Article 18 of the EU Data Protection Act.

Right for data portability:

Based on Article 20 of the EU Data Protection Act, the data subject has the right to have the personal data on them transmitted to another controller.

Right to object:

According to Article 21 of the EU Data Protection Act, data subjects have the right to object, on grounds relating to their particular situation, to the processing of personal data on them.

Right to complain to the supervisory authority:

According to Article 77 of the EU Data Protection Act, data subjects have the right to lodge a complaint with a supervisory authority if they consider that the processing of personal data concerning them infringes the applicable data protection regulations. The national supervisory authority in Finland is the Office of the Data Protection Ombudsman in Helsinki.

The requests relating to above mentioned rights should be done via email or mail according to contact details mentioned in chapters 1 and 2. We kindly ask you to take into account that we have both the right and obligation to adequately verify your identity and thus we need to be able to identify you in a proper manner.

12. Automated decision making and profiling

Controller does not use automated decision making or profiling.

13. Updates to the privacy notice

Controller reserves the right to update this privacy notice. Controller informs data subjects via its web pages or via other relevant means of remarkable changes to this privacy notice or related data handling processes before they are implemented. Thus, reasonably enough time is reserved for the data subjects to evaluate the impacts of such changes.