

Privacy Policy Statement

Customer Register of Mainioco Ltd

Sections 10 and 24 of the Finnish Personal Data Act (523/1999)

1. DATA CONTROLLER

Mainioco Ltd (later Mainio), Business ID FI28173309

Address: Mannerheiminaukio 1 A, 00100 Helsinki, Finland

2. CONTACT PERSON IN MATTERS CONCERNING THE REGISTER

CEO Tapani Rinne, firstname.lastname@mainio.co, +358 40 503 21341

3. NAME OF THE REGISTER

Customer Register of Mainioco Ltd

4. PURPOSE OF PROCESSING PERSONAL DATA

The primary basis for processing personal data is the customer relationship between Mainio's customer and Mainio, the customer's consent, the customer's commission, or other appropriate contact.

Personal data can be processed for the following purposes:

Managing, executing, developing, and monitoring a customer relationship, customer service, and communication and marketing related to them.

Analysis, classification, and reporting of customer relationships, as well as other purposes connected to the development of the overall customer relationship and business.

Targeting communication, marketing, and services, and managing campaign, contact, and transaction history.

Collecting and processing customer feedback and customer satisfaction data.

Executing marketing research and opinion surveys.

Monitoring the processing, delivery, invoicing, and payment of a customer's order.

Promoting a customer's business.

In Finnish companies, personal data can be processed according to the Finnish Personal Data Act.

Processing personal data can also be outsourced to another company and/or to a third party service provider as provided by the Finnish Personal Data Act.

5. DATA CONTENT OF THE REGISTER

Information that can be collected about the registree include:

Name, nickname, personal identity code, customer identification number, gender, language, address, phone number, email address, and other necessary contact information.

Information about service usage and purchases, as well as information about marketing and communication transactions in different channels, such as internet services and automated services, including discussions with customer service staff.

Information produced by the registree, such as customer feedback, and additional personal information provided by the registree, such as requests about the customer relationship, information about satisfaction or interests, or other similar information.

Information about the user saved by the user themselves.

The services the registree has requested and used, including the corresponding payment information.

Information about persons or companies who have had a customer service relationship with the registree.

Objections, restrictions, agreements, and other preferences.

When providing services that enable gaining access to location data, and when these services are used by the user, Mainio can collect and process location data in order to e.g. offer services and advertising based on location (e.g. IP location which is based on the IP address provided by the end user, exact location data which is based on the GPS signal from a mobile device, or inexact web-based location data which is based on the proximity of base stations or the location of WLAN networks).

Other information regarding the purpose of the register, such as the information collected about website usage that can be connected to the customer.

The necessary information for operating identification and authentication tools and services.

Information regarding data processing, such as data entry date and information source.

6. REGULAR INFORMATION SOURCES

Information is collected primarily from the following sources:

Registree themselves, and the service usage, communications, and functions concerning transactions and other usage, regarding the registree's customer relationship or relevant context.

Provided by a third party offering identification, authentication, address, update, credit reference, or other similar services.

7. INFORMATION SHARING AND DATA TRANSFER BEYOND THE EUROPEAN UNION OR THE EUROPEAN ECONOMIC AREA

Customer information is not shared beyond the parties working under Mainio and participating in the production, development, or administration of services and communications, except what is provided by agreements, other consent, and legal acts. Customer data is stored in a client information system provided by Microsoft as a so-called cloud service.

8. DESCRIPTION OF THE PRINCIPLES FOR DATA PROTECTION

The possible printed material is stored in a locked space accessible only to entitled persons.

Digital material is accessible only to the personal username and password of an entitled employee, self-employed worker, or collaboration partner.

There are different levels of access rights. Each user is given access rights that are sufficient to perform their duties, but as restricted as possible.

9. RIGHT OF ACCESS

Registrees have the right to access their information in the Mainio client register. Access is requested in writing or in another authenticated way. It is addressed to the controller, who will decide on the right of access.

Before disclosing any data, the registree's identity is verified with photo identification.

Right of access can be refused on legal grounds.

Using your right of access is free of charge once a year.

10. CORRECTING INFORMATION

Client information is updated mainly by Mainio.

Insofar as a registree or a user can act independently, they must, without unnecessary delay, after being informed about an error or after noticing an error, correct or supplement unprompted the registered information that is either contrary to the service's purpose, incorrect, unnecessary, incomplete, or outdated.

Insofar as a registree cannot correct the information themselves, a correction must be requested with a signed document or in another authenticated way. It is addressed to the controller, who will decide on the correction.

If necessary before the correction or deletion, the registree's identity is verified with photo identification.

11. RIGHT TO OBJECT

According to Section 26 of the Finnish Act on Privacy in Electronic Communications, a customer can give Mainio consent to direct marketing. They can also refuse to allow Mainio from processing their personal information in direct marketing purposes according to Section 30 of the Finnish Personal Data Act.

A customer may give their permission to direct marketing for each medium separately (mobile phone, email).

A customer has the possibility to refuse direct marketing in different channels (phone, mail, email), market research surveys, and the use of their information in marketing.

The right to object does not apply to customer communications, advertising relevant to the content of services or customer relationships, or customer benefit communications.

If the customer does not consent to any marketing and objects to all processing of their information, we will send the customer only the notifications required in executing services and managing their customer relationship.

Consents and objections can be sent via email: sales@mainio.co, or via mail: Mainioco Oy, Mannerheiminaukio 1 A Spaces, 00100 Helsinki, Finland

Requests must include the information necessary for identifying the customer.