

## PRIVACY STATEMENT

(This statement applies to the processing of personal data in Finnester Coatings' customer, partner and supplier registers)

### 1. Contact details

Controller:  
Finnester Coatings Oy  
Mestarinkatu 3  
FI-15800 LAHTI  
Y-tunnus 1465099-5

If you have a request, notification or you have something else to ask regarding the processing of personal data, you may contact our customer service in the following ways:

By sending an email to: [info@finnester.fi](mailto:info@finnester.fi)

By calling: +358 (0)10 422 1221  
on business days from 9 am to 3 pm (EET)

By mail: Finnester Coatings Oy  
"GDPR"  
Mestarinkatu 3  
15800 LAHTI  
FINLAND

### 2. Name of the register and group of registrants

Register of customers and other stakeholders of Finnester Coatings Oy. The register is sorted by customer, other stakeholder companies or persons. This information generally includes data of company representative, such as name and contact information.

The customer group includes data of Finnester Coatings Oy's customers, customers representatives as well as data of potential customers. The group of other stakeholders includes the data of the representatives of Finnester Coatings Oy's other partners.

### 3. Legitimate grounds for processing of your personal data and purposes of processing

The personal data of representatives of potential customers, representatives of existing customers and representatives of other stakeholders will be processed for the following purposes;

- in order to offer the services
- in order to create and register the customer relationship
- in order to maintain and develop the customer relationship (incl communication)
- in order to handle deliveries and payment transactions of products and services
- in order to develop the quality of our business
- in order to market Finnester products and events
- in order to organize the opinion or market research or inquiries

- in order to handle feedback and complaints
- in order to develop our service we create different customer categories based on your purchase information

We process your personal data in order to fulfill the contractual obligations based on the customer relationship. The processing of personal data is based on the person's consent. We process your personal data to pursue our legitimate interest to run our business operations, processing is necessary for the implementation of a contract to which a person is party or in order to take pre-contractual measures at the request of the person.

Personal data may also be processed in order to comply with a legal obligation.

#### **4. Collection of your personal data**

We collect data from our customers and other partners, such as:

- First and last name
- Professional title or role of person
- Contact details; email address, telephone number, invoicing and delivery addresses
- Information related to customer feedback and complaints
- messages such as letters, emails and text messages
- the name and business ID of the company represented by the person and the positions of that company in the business entity
- bank details

Any prohibitions on the processing of the data you have provided, such as:

- Prohibition of the transfer of personal data
- Prohibition of direct marketing
- Prohibition of customer communications

We collect customer data from the person themselves or the company they represent. In addition, company data is also collected and obtained from partners, including the personal data of company representative, such as a telephone number.

#### **5. Storage of your data**

All registers are protected by appropriate technical and organizational ways. Registry information is stored in server rooms that are protected by general business practises. The access to the register is limited to the persons who need information to perform their duties or to maintain the register. These persons have personal user names and passwords.

Manual archive

- All manually processed data is stored in a locked stage.

As a data controller, we process personal data ourselves. We also use various service providers to support the processing.

Our goal is to use the best and most reliable partners as service providers. These service providers may vary but include:

- IT-services
- financial management services
- logistics services
- legal services

Some authorities also have statutory right of access to information. Such authorities include eg police, customs, border and tax authorities.

## **6. Regular transfers of data**

Finnester Coatings Oy does not transfer your personal data outside of our organization apart from the following situations:

- You have given your consent to the transfer
- The transfer is based on the law
- The personal data is transferred to an authorized service provider of Finnester Coatings Oy and the terms of processing of personal data have been agreed with the service provider.

## **7. Transfer of personal data to the area outside of EU/EEA**

Your personal data will not be disclosed or transferred outside the EU/ETA area.

## **8. Criteria for determining the retention period of personal data**

- Data related to your customer relationship, such as your basic data, prohibitions and consents you have given, your purchase and customer rating information, will be maintained in accordance with the life cycle of the customer relationship.
- As a customer you have the right to require the erasure of your personal data. You may ask us to erase your data by contacting our customer service the contact details of which are set forth in section 1 of this privacy statement and your data will be erased in one month. We store your data despite your erasure request only if there is a legitimate ground to store the data, such as a legal obligation.
- In accordance with the obligations of the Accounting Act, we retain the information contained in our accounting documents for the current year and the following six years.
- We retain information about contacts received by our customer service or email conversations for the period necessary to handle the customer relationship.
- The data controller retains personal data for the period of time required by law to prove it.

Unnecessary and outdated data will be deleted.

## 9. Your rights

Registered persons ie persons whose personal data are processed, have rights under the Data Protection Regulation regarding the processing of their personal data. In accordance with the Data Protection Regulation, the registered person has

- **the right to receive your data.** You have the right to know which data relating to you is processed by Finnester Coatings Oy. In addition, you may require us to provide you with a report regarding the following matters:
  - why is data processed
  - who we have disclosed your data to or who we plan to disclose your data to
  - how long we store your data.

If it is not possible to communicate the accurate storage time, we will inform you about the criteria for defining the storage time. Such criteria may be based for instance on a certain law or industry-specific instructions.

- **your right to rectify your data.** If the data relating to you is incorrect you have the right to require the rectification of such data by contacting our customer service the contact details of which are set forth in section 1 of this privacy statement. You have right to withdraw your consent to be contacted in connection with your affiliation.
- **your right to require the erasure of your data.** You may ask us to erase your data by contacting our customer service the contact details of which are set forth in section 1 of this privacy statement. Your data will be erased in one month if there is no legitimate grounds to store the data. We may process your personal data on the basis of legitimate interest as part of our business after considering that the process does not violate the protection of your personal data. In these situations, you have the right to object to the processing of your personal data for personal reasons.
- **your right to object and limitation of processing.** You have the right to object to the processing of your data or profiling when your data is used for direct marketing. You have the right to require the limitation of processing of your personal data for instance when the data relating to you is incorrect. When processing is limited, the controller will not, as a general rule, process your data other than by storing the data. You may invoke your objection and limitation rights by contacting our customer service the contact details of which are set forth in section 1 of this privacy statement.
- **your right to lodge a complaint.** You have the right to lodge a complaint with the competent national supervisory authority if you find the personal data processing activities of Finnester Coatings Oy to be non-compliant with data protection legislation.