

Privacy Policy

Statement on Personal Data Processing Operations/Information for Customers

PRIVACY STATEMENT – CUSTOMER REGISTER

1. Controller

Controller: SET Promotion Oy
Address: Kimokatu 1, 20380 Turku
Phone: +358 40 646 3203
Contact Person Responsible for the Register: Kalle Pinomäki
Email: kalle.pinomaki@setpromotion.com
Phone: +358 40 579 5075

2. Register Name

SET Promotion Oy's customer register.

3. Purpose and Legal Basis of Personal Data Processing

Personal data is processed to fulfill the rights and obligations related to the customer or cooperation relationship between the customer and SET Promotion Oy. Processing is primarily based on the consent of the registered person, with additional bases being the implementation of the contract or the legitimate interest of the controller.

The purpose of personal data processing includes:

- Establishing and maintaining customer and/or cooperation relationships.
- Managing obligations related to customer and cooperation relationships.
- Handling contacts related to potential customers and partnership relationships.
- Improving customer service and experience.
- Customer and marketing communications.
- Analytics and statistics related to customer relations.
- Prevention of abuse.
- Ensuring the legitimate interests of customers and the controller.
- Customers can withdraw consent at any time; however, processing may continue based on other legal grounds mentioned above. Withdrawal does not limit processing of data provided before withdrawal.

No automated decision-making or profiling is conducted using customer register information.

4. Groups of Registrants

Personal data of individuals with a customer relationship or those intending to establish one.

5. Data Content of the Register

Information recorded includes:

- Person's name, position, company/organization.
- Contact information (phone number, email address, address).
- Web site addresses.
- IDs/profiles in social media services.
- Information about ordered services and their changes.
- Billing information and payment details.
- Other data related to the customer relationship and ordered services.
- Customer and partner feedback and contacts.
- Inquiries and requests related to products and services.
- Complaints.
- Direct marketing prohibitions.
- Segmentation and profiling prohibitions.
- Language used by the contact person.
- IP addresses and cookies necessary for online service functions are processed based on legitimate interest.

6. Regular Sources of Information

Information is primarily received from individuals through web forms, email, phone, social media services, contracts, customer meetings, and other situations where customers provide information.

7. Regular Transfers of Data and Transfer of Data Outside the EU or EEA

Information is not regularly disclosed to other parties, and any disclosure is as agreed with the customer. Data is not transferred outside the EU or EEA.

8. Register Protection Principles and Storage Periods

Diligence is exercised in the processing of personal data, and appropriate protection of data processed by information systems is ensured. When register information is stored on internet servers, the physical and digital security of the hardware is ensured. As the controller, stored data, server access rights, and other data critical to the security of personal data are handled confidentially and only by employees whose job includes processing such data.

Personal data of data subjects is retained for as long as necessary to fulfill the purposes defined in this privacy policy.

The necessity of retaining personal data of data subjects is regularly assessed, and all reasonable measures are taken to ensure that the registers do not contain incompatible, unnecessary, outdated, or incorrect personal data.

All personal data is promptly deleted if there are no legal grounds to process the personal data of data subjects in accordance with this privacy policy or applicable data protection legislation.

9. Right of Inspection and Right to Demand Correction of Information

Each individual in the register has the right to inspect the information stored about them in the register and to request correction of any incorrect information or completion of any incomplete information. If an individual wishes to inspect the data stored about them or request corrections, the request must be sent in writing to the controller. We may request the requester to prove their identity if necessary.

We will respond to the data subject in the register within the time frame provided in the EU General Data Protection Regulation (usually within one month).

10. Other rights related to the processing of personal data

Individuals in the register have the right to request the erasure of their personal data from the register (“right to be forgotten”). Data subjects also have other rights under the EU General Data Protection Regulation, such as the right to restrict processing of personal data in certain situations. Requests must be sent in writing to the controller. We may request the requester to prove their identity if necessary. We will respond to the data subject in the register within the time frame provided in the EU General Data Protection Regulation (usually within one month).