

# Privacy policy

## 1. Data Controller

Nimi: Hakalan Koneklinikka Oy Y-tunnus: 0844736-8  
Postiosoite: Ouluntie 45, 92130 Raahe

## 2. Person responsible for the register

Name: Ari Hakala Phone: +358440220715 Email: ari.hakala(at)hkkoy.fi

## 3. Name of the register

Hakalan Koneklinikka Oy:n asiakasrekisteri (Customer register of Hakalan Koneklinikka Oy)

## 4. Purpose for processing personal data

The customer's personal data may be processed for the following purposes:

- to maintain and develop customer relationships,
- to implement the service,
- to verify customer events,
- to develop our customer service and business operations,
- marketing,
- analysis and statistics,
- polls and marketing surveys, and
- other similar purposes.

Personal data may also be processed by our cooperation partner, in accordance with the Personal Data Act.

## 5. Information content of the register

The register may contain the following data:

- contact details, such as name, address, phone numbers, email addresses,
- vehicle registration number and identification number (VIN)
- details regarding the customer relationship, such as invoicing and payment details, product and order information, customer feedback and contacts.
- possible permissions and consents,
- possible marketing prohibition details, and
- possible other data collected with the customer's permission.



## 6. Regular data sources

Personal data of the customer are collected from, as a rule:

- from the customer themselves by phone, via Internet, by email or by other similar source,
- from Traficom's vehicle database or other similar private and public registers.

## 7. Regular transferring of data outside the EU or European Economic Area

As a rule, no personal data are transferred outside the EU or European Economic Area.

## 8. Rights of the data subject

**Right to inspect and to rectify:** The data subject has the right to inspect their personal data recorded on the register. Requests regarding the right to inspect are to be made in writing and signed, and sent to the address mentioned in section 1. If the data on the register is incorrect, the data subject may request the rectification of the error from the person responsible for the register mentioned in section 2.

**Right to prohibit:** The data subject has the right to prohibit the data controller from processing the personal data of the data subject for the purposes of direct marketing, marketing surveys or polls. In any matters related to prohibition or rectification, the data subject may contact customer service by phone +358-8-220780 or by mail to the address mentioned in section 1.

## 9. Register protection principles

**Manual data:** Access to any documents containing personal data is restricted to only those employees who are authorised to process personal data due to the nature of their duties. The documents are kept in locked closets.

**Electronically saved data:** Access to the system containing personal data is restricted to only those employees who are authorised to process personal data due to the nature of their duties. Each user has a personal user ID and password to the system. The data are collected in databases that are protected by firewalls, passwords and other technical methods. The databases are kept in locked facilities and can only be accessed by the staff of Hakalan Koneklinikka. Backups are saved on an external server managed by Microvision Oy.

## 10. Consent to collect data

By releasing their car or customer details, the customer consents to using their personal data in matters related to the customer or to their car. When leaving their tyres in the tyre storage, the customer consents their registration number to be visible in the storage unit.

## 11. Data storage periods

We store the customers' data as long as it is necessary for managing the customer relationship.

1.6.2018

Ari Hakala

