

CUSTOMER REGISTER

Preparation date 11.6.2020 Updated 11.10.2023
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1a Data Controller	Name Voimatel Ltd (Business ID 1703917-1)
	Address Microkatu 1, K-rappu, 70210 KUOPIO
	Other contact details (e.g., phone during office hours, email address): Switchboard: 0290 222 111
2 Contact Person for Registry Matters	Name Financial Administration
	Address Microkatu 1, K-rappu, 70210 KUOPIO
	Other contact details (e.g., phone during office hours, email address): taloushallinto@voimatel.fi
3 Data Protection Officer (if appointed)	Name Voimatel / Data Protection Officer
	Address Microkatu 1, K-rappu, 70210 KUOPIO
	Other contact details (e.g., phone during office hours, email address): tietosuoja@voimatel.fi
4 Registry Name	Customer Register
5 Purpose of Processing Personal Data	<p>The register stores essential and necessary customer and personal data (contact person) related to the customer relationship during its lifecycle with Voimatel Ltd.</p> <p>Registry data may be used for managing, maintaining, developing, and analyzing the customer relationship between Voimatel Ltd and companies within the same group and the customer.</p> <p>Customer data is used for the needs of the enterprise resource planning system, quotation calculation, and maintaining and developing customer relationships.</p>
6 Registry Data Content	<p>The register includes the basic information of the customer and the contact persons of the customer.</p> <p>Customer's Basic Information:</p> <ul style="list-style-type: none"> • Customer's name • Business ID • Customer number • Address details <p>Customer's Contact Person Information:</p> <ul style="list-style-type: none"> • First and last name • Role in the customer's company • Title • Contact address • Mobile phone number • Email address • Internal comments by Voimatel
7 Regular Data Sources	<p>Customer data is collected in writing and orally directly from the customer and from public sources.</p> <p>Preparation date: 11.6.2020 Updated: 11.10.2023</p>

8 Regular Data Disclosures	<p>The provided data is used within the company. The company does not disclose personal data to third parties without a justified business reason and a separate agreement.</p> <p>The company may disclose certain customer data to potential representatives and subcontractors who provide services to the company where customer data needs to be processed. Additionally, the company may disclose data to other companies in connection with its business transactions or business sales.</p> <p>Data may be disclosed to authorities based on legal requirements. Otherwise, the company does not disclose stored data to third parties without a separate agreement.</p>
9 Data Transfer Outside the EU or EEA	<p>Customer and personal data is not transferred outside the European Union or the European Economic Area.</p>
10 Data Retention Periods	<p>The data is stored indefinitely. The data cannot be deleted as it relates to ERP events.</p>
11 Principles of Registry Protection	<p>A Manual Data</p> <p>Possibly printed customer data is handled by authorized database users according to given data protection instructions. Printouts are stored and destroyed appropriately. The material must not be disclosed outside the Voimatel group.</p> <p>B Computer-processed Data</p> <p>The service provider's database and files are protected by standard technical and organizational methods used in electronic business. The stored files are physically located on the secured servers of the service providers used by Voimatel Ltd, which Voimatel Ltd staff do not have physical access to.</p> <p>Only authorized users of the service have access to registry data, which includes individuals representing Voimatel who have the right to view the stored data due to their position or duties. Viewing the registered data requires a personal username and password from the user. All data in the registry is confidential.</p>
12 Right of Inspection	<p>Customers and their contact persons have the right to inspect the customer data in the registry. The request must be submitted in writing and addressed to the person mentioned in section 2.</p>
13 Right to Request Data Correction	<p>The data subject has the right to request the correction of incorrect data in the registry. The request must be submitted in writing and addressed to the person mentioned in section 2.</p>
14 Other Rights Related to Personal Data Processing	<p>We comply with the requirements set by the Data Protection Regulation in all supplier and personal data processing activities.</p>