

PRIVACY POLICY / TRIOLAB OY

1. DATA CONTROLLER

Triolab Oy
Business ID: 0629706-0
Mustionkatu 2, 20750 Turku, Finland

2. DATA PROTECTION OFFICER

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3. NAMES OF REGISTERS

Triolab Oy's corporate customer, invoicing and marketing registers.

4. PURPOSE AND GROUNDS FOR PROCESSING PERSONAL DATA

The registers are used to maintain the data of contact persons of Triolab Oy's existing and potential client companies.

The personal data may be processed for the following purposes:

Managing customer relationships and customer service, and managing, carrying out, developing and monitoring related communications and marketing.

Processing of customer feedback, customer satisfaction data and complaints.

Processing of enquiries and offer requests.

Analysing, statistical work, grouping and reporting of the customer relationship, and other purposes related to the development of the customer relationship and Triolab Oy's business.

Analysing website visitor volumes and behaviour, and facilitating the sharing of content on social media (cookies).

The customer data in the customer register may also be utilised for profiling in the analysis of service demand and customer behaviour.

The data processing tasks may be outsourced to service providers outside Triolab Oy in accordance with data protection legislation and its restrictions.

5. DATA CONTENT OF REGISTERS

The customer, invoicing and marketing registers may be used to store data such as the following:

Client company's name and contact information (delivery and invoicing address, email address, phone number) and the company's contact person's name and contact information (email address and phone number).

Customer's consent, direct marketing permissions and prohibitions.

Data on the customer relationship, such as the customer's order data and data on meetings and other contact with Triolab Oy's customer service and company employees.

Customer's purchase history and transaction data, and data on online behaviour on Triolab Oy's website and online shop.

Participant data (email address, phone number, address, date of birth and allergy information) entered by the customer for events organised by Triolab Oy.

6. REGULAR DATA SOURCES

Personal data is primarily received from the client company, contact person themselves, the company's website, and from business information systems.

7. REGULAR DATA SHARING AND TRANSFER OF INFORMATION OUTSIDE THE EUROPEAN UNION OR EUROPEAN ECONOMIC AREA

Personal data will not be transferred outside the European Union or the European Economic Area. However, personal data may be shared within Triolab Oy's group, and with Triolab Oy's subcontractors and partners. Any personal data will be anonymised before they are sent to Triolab Oy's subcontractors and partners.

8. DESCRIPTION OF REGISTER PROTECTION PRINCIPLES

Any data on physical media will be kept in locked storage that only separately authorised personnel can access. Digital material can only be accessed by designated personnel with a personal user ID and password. There are different levels of access rights, and each user is granted access rights that are sufficient for their tasks but as limited as possible.

9. RIGHTS RELATED TO PROCESSING OF PERSONAL DATA

A person who is the subject of the customer, invoicing or marketing register has the right to inspect the personal data on them in the register. The person also has the right to request the deletion or correction of erroneous, unnecessary, incomplete or outdated data in the register. The aforementioned requests should be directed in writing to Triolab Oy's contact person.

A person who is the subject of the customer, invoicing or marketing register also has the right to prohibit Triolab Oy processing personal data on them for the purposes of direct marketing by following instructions on the electronic marketing messages.

10. DELETION AND STORAGE PERIOD OF PERSONAL DATA

Triolab Oy deletes the personal data of customers from the registers when there are no longer commercial justifications to process the data, or when the subject of the register exercises their statutory right to demand Triolab Oy to delete all data on them. However, personal data will not be deleted if the law demands otherwise, or if the contact person is responsible for the safe use of the products they have ordered.