

## PRIVACY POLICY STATEMENT

### Personal Data Act (523/1999)

#### sections 10 and 24

Date of issuance

12.05.2018

Please read the instructions before filling in the Privacy Policy Statement. Use appendixes if needed.

<b>1a Controller</b>	Name Tampereen kaupunkiseudun yrityspalvelut Oy (2943900-9) Address Kalevantie 2 C, 33100 TAMPERE Other contact information (e.g. phone number during office hours, email) 0505658000, toimisto@ensimetri.fi
<b>2 Contact person for questions regarding the register</b>	Name Kaj Heiniö Address Kalevantie 2, 33100 Tampere Other contact information (e.g. phone number during office hours, email) p. 050 371 5030, kaj.heinio@ensimetri.f
<b>3 Name of the register</b>	Register of clients, members and stake holders
<b>4 The purpose of processing the personal data</b>	<p>The processing of the data is primarily based on a relationship (contract) between Tampereen kaupunkiseudun yrityspalvelut Oy and its client, an assignment by the client, consent of the client or other relevant connection. The personal data may be processed for the following purposes:</p> <p>To manage, implement, develop and monitor the relationship with clients, members and stakeholders, customer service and the related communication and marketing. To analyse, group and report on the client relations and for developing the activities of the start-up centre. To collect and process client feedback and information on client satisfaction. The processing duties can be outsourced to external service providers according to the data protection legislation and within its limitations.</p>
<b>5 The information content of the register</b>	Client's name, phone number(s), address, municipality of residence, nationality, sex, date of birth, education and training, employment situation, labour status, how they heard about the start-up centre, and information on meetings and other events relating to the client relationship.
<b>6 The regular sources of information</b>	<p>The information will primarily be provided by customers themselves. In addition, information can be collected from public sources of information (e.g. business registers and websites of the businesses) to keep the information of the clients up to date.</p> <p>Our website uses cookies. The cookies and the data collected by them is used to improve the efficiency and user friendliness of the services. The cookies are used to collect data on how the visitors navigate and behave on the site. The cookies are indispensable for the functioning of some of the online services provided by the register controller and the functioning of the services cannot be guaranteed if the cookie functionality is disabled. The data collected by the cookies is used for targeting communications and marketing, and in optimising marketing activities.</p>
<b>7 The regular disclosures of information</b>	<p>With the client's consent, information can be disclosed to the authorities, experts, financial institutions etc. for activities relating to the client's service requirements.</p> <p>To track client satisfaction the name and address information will be transferred to a client satisfaction measuring software.</p> <p>The client, member or stakeholder information will not be disclosed to third parties without a contract, separate consent and/or specific provisions.</p>

<p><b>8</b> <b>Transferring data outside of the EU and the EEA</b></p>	<p>The data is primarily processed within the EU and the EEA.</p> <p>If the data is transferred outside of the EU and the EEA, we protect the safety and security of the data by relevant contracts (Privacy Shield system or other arrangement, such as the model clauses of the European Commission).</p>
<p><b>9</b> <b>The principles of securing the register</b></p>	<p>A. Manual content The personnel undertakes to take all action within reason to ensure that the confidential content will not come to be possessed by or known to third persons. This means for example that the content provided by the clients and the documents regarding them are kept in locked premises and cupboards during the consultation process. The controller keeps the information only as long as is needed for the purpose of the register.</p> <p>B. Automatically processed data The data is collected in the system's databases that are secured by firewalls and other technical means. The databases are located in locked and guarded premises and can be accessed only by certain pre-determined individuals.</p> <p>The controller keeps the information only as long as is needed for the purpose of the register.</p>
<p><b>10</b> <b>Right of access</b></p>	<p>The client has the right to access the data collected about them in the client database of Tampereen kaupunkiseudun yrityspalvelut Oy. The request to access the information should be sent by email to <a href="mailto:toimisto@ensimetri.fi">toimisto@ensimetri.fi</a></p>
<p><b>11</b> <b>Right to request rectification of the data</b></p>	<p>The client has the right to request the rectification, removal or addition of any personal data in the register that it is erroneous, unnecessary, incomplete or obsolete as regards the purpose of processing. Please send the rectification request in writing by emailing <a href="mailto:toimisto@ensimetri.fi">toimisto@ensimetri.fi</a>.</p>
<p><b>12</b> <b>Other rights relating to the processing of the data</b></p>	<p>According to article 18 of the Data Protection Regulation of the EU, the data subject has the right to restriction of data processing by written announcement by email to <a href="mailto:toimisto@ensimetri.fi">toimisto@ensimetri.fi</a></p>