

PRIVACY POLICY

Personal Data Act (523/1999), Section 10

Read the instructions before filling in the privacy policy
Filling. If necessary, use the attachment.

Date
3.6.2024

1a Registry holder	Name Diter Oy
	Address Hallimestarinkatu 19, 20780, Kaarina
	Other contact information (e.g. phone during office hours, e-mail address) mail@diter.com, tel. +358 2 253 9800
2 Contact person related to privacy	Name Mika Karsikas
	Address Hallimestarinkatu 19, 20780, Kaarina
	Other contact information (e.g. phone during office hours, e-mail address) mail@diter.com
3 Name of the register	Diter Oy customer information register
4 Purpose of processing personal data	<p>A register consisting of the company's customer data, which is used for order processing, customer relationship management, invoicing, and information. The data is stored in the register for the duration of the customer relationship or when the customer requests their deletion. The data collection is based on the need to perform a contract required for trading.</p> <p>All processing of personal data concerning customers in Diter's information systems and related decisions are made manually by natural persons and do not rely on automated decision-making or profiling software.</p>
5 Register data content	<p>The following information about customers is stored in the register:</p> <ul style="list-style-type: none">- Name- Address- Telephone number- E-mail address- Bids and orders placed- Contracts drawn up, including maintenance contracts- Invoices issued- Warranty card information
6 Regular information sources	<p>Customer data is collected from them themselves when placing orders. Under Finnish law and European Union regulations on data protection, the customer has the right to:</p> <ul style="list-style-type: none">- obtain transparent information on the processing of personal data- to be informed of the information Diter Oy has concerning him/her- request the deletion of their own data from Diter Oy's registers

	<ul style="list-style-type: none"> - restrict the processing of data beyond clean storage - the right to request the transfer of their data to another system - object to the processing of their data in connection with information
7 Regular disclosures	The information is not disclosed outside the company's own personnel, except for the information necessary for making payments and invoicing, which is stored in the databases of the financial administration and payment management systems used by Diter Oy.
8 Data transfer outside of EU/EEA	<p>Data is not actively transferred outside the EU/EEA area. The information is stored in the databases of information systems, which have been built with the help of commercial cloud service solutions and protected from external access in accordance with the registry protection principles described below. The data stored in the databases provided by Zettle by PayPal and Stripe Technology Europe, necessary for making payments, may also be stored on a server outside the EU/EEA area.</p> <p>In the possible transfer of data, all laws applicable to the transfer are followed and it is ensured that the data is kept safe and that appropriate protective measures are in place to guarantee adequate protection, such as entering into standard contractual clauses approved by the European Commission.</p>
9 Register protection principles	<p>A. Manual material</p> <p>Paper material related to customers' order history is stored locked at the company's premises.</p>
	<p>B – Computerised data</p> <p>Orders and invoicing are stored in a database on Lemonsoft Oy's servers, access to which is protected by a username and password. Lemonsoft Oy takes care of protecting server data from external and unauthorized access.</p> <p>The personal data stored through the appointment booking system Timma is located on Timma Oy's database server, where it is stored encrypted and protected from outside access. Timma Oy takes care of protecting the data from external and unauthorized use.</p> <p>Contract, offer, and order information is stored on Diter Oy's file server, where it is stored encrypted. Access to the server is restricted only to authorized users belonging to the company's own personnel.</p> <p>Regarding the credit card payments of Diter Oy's online store, the functionality is implemented through Stripe Technology Europe, which processes information related to the payment transaction according to its own privacy policy.</p> <p>Regarding Diter Oy's cash, MobilePay and card payments, the functionality is implemented through Zettle by PayPal, which processes information related to the payment transaction according to its own privacy policy.</p>
10 Right to access and	Every person in the register has the right to check their information stored in the register and demand the correction of any incorrect information or the completion of incomplete information. If a person wants to check the information stored about him or demand correction, the request must be sent in writing to the controller. If necessary, the registrar may ask the requester to prove his/her identity. The

right to rectification	controller responds to the customer within the time stipulated in the EU data protection regulation (generally within a month).
11 Other rights related to the processing of personal data	A person in the register has the right to request the removal of personal data about him from the register ("right to be forgotten"). Those registered also have other rights according to the EU General Data Protection Regulation such as limiting the processing of personal data in certain situations. Requests must be submitted in writing to the controller. If necessary, the registrar may ask the requester to prove his identity. The controller responds to the customer within the time stipulated in the EU data protection regulation (generally within a month).