

Tampereen Sähkölaitos Oy's general data protection policies 11.8.2022

Who collects your data?

The data controller is Tampereen Sähkölaitos Oy (business ID 0153791-8).

Contact person for register-related matters:

Marianne Toivonen

Tampereen Sähkölaitos Oy

Address: Voimakatu 17

Telephone: 020 630 3001

Email: tietosuoja@sahkolaitos.fi

How will your data be collected?

We shall mainly collect personal data directly from the data subject via telephone, face-to-face meetings, email and/or the form on our website. We shall also collect data at various events using forms. We shall also receive personal data from other operators in the electricity market.

Purpose of data processing

At Tampereen Sähkölaitos, personal data shall be processed for purposes related to the establishment, management, and maintenance of the customer relationship between the data controller and data subject. Accordingly, personal data shall be processed for the marketing, sale, management, implementation, and invoicing of products and services provided by the data controller, as well as for the development of products and services. Development of services refers to the identification of customers, development of new overall services, and the processing of customer feedback for development purposes. In addition to these, we shall collect some data, such as data on online behaviour, to enable the use of our services.

The data controller shall process the data itself and utilise subcontractors acting on behalf and for it in the processing of personal data.

What data will be collected?

On our consumer customers, we shall collect data related to the identification of a person, such as:

- First name, last name, personal identity code, address, telephone number, email address, as well as online behaviour data (cookies) and IP address.

On our corporate customers, we shall collect, in addition to the contact person's personal data:

- company name, address, and business ID.

When you visit one of our customer service points, your visit will probably also be recorded on video. When you call our customer service, we will record the conversation to ensure and improve the quality of customer service and to ensure agreements.

In addition, service and product-specific data, such as energy consumption measurement data and invoicing information, shall be processed. The above information shall also be used for analytical purposes, so that the data controller can better develop and target its services.

Automated data collection and data processing

Personal data shall be collected and processed automatically when a person visits the public website of Tampere Sähkölaitos and/or we have a discussion via social media, chat service, or email. Such information includes:

When you visit the website of Tampereen Sähkölaitos, cookie information is processed according to your choices.

Personal data shall not be processed using automated decision-making. The data in the register shall be used for automated data processing, but without automated individual decisions.

Personal data shall be used for profiling, the purpose of which is to help develop products and services to make them more attractive and enable their more accurate targeting. According to estimates, profiling does not pose any risks to the data subject.

Data transfer and disclosure

Primarily Sähkölaitos does not pass on personal data outside the European Union (EU) or European Economic Area (EEA). However, if we do transfer personal data outside the EU or EEA areas, we apply appropriate protection measures in accordance with current data protection legislation, such as model contractual clauses approved by the European Commission.

Data retention

Tampereen Sähkölaitos has defined a lifespan for the collected data, and a separate management plan, which has been provided for the entire personnel, has been prepared to facilitate the management of personal data. The lifespan of personal data is affected by legislation and the needs determined by the organisation itself.

Data protection

Customer data may only be processed by personnel who need the information for their work tasks. The data is protected against unauthorised use by technical and organisational means. All processors of personal data are trained to ensure that data protection is taken care of and maintained to an appropriate extent.

As an organisation critical to the security of supply, Tampereen Sähkölaitos has taken the required technical security measures (e.g. firewalls, network monitoring, data encryption, access rights, and certificates). Data is regularly backed up in a variety of formats that are stored appropriately and in different locations for a period of time specified by the organisation. Physical objects are protected with appropriate access control measures.

Rights of the data subject

Right of inspection: The data subject has the right to know what personal data has been saved about them and, if necessary, to correct and/or supplement the data.

When exercising the right of inspection, the data subject must be prepared to be identified, for example, with an official identity card approved by the authorities.

Right to object: The data subject may object to the processing of personal data if they feel that their personal data has been processed contrary to the legal basis and/or misused.

Right of appeal: The data subject may also file a complaint on the data processing with the data protection ombudsman if they feel that the data has been processed wrongly and/or contrary to its intended purpose.

The data subject may prohibit Tampereen Sähkölaitos from using their personal data for direct marketing purposes by sending email to asiakaspalvelu@sahkolaitos.fi.

Right to deletion of data: The data subject can request Tampereen Sähkölaitos to delete the data concerning them. In that case, Tampereen Sähkölaitos will delete the data if there is no legal basis for storing it.

The customers of the Tampereen Sähkölaitos group may exercise their rights at any time. Tampereen Sähkölaitos Oy shall verify the identity of each data subject. If the data subject exercises their rights more than once a year, an administrative fee will be charged for it.