

TVA Consulting OY's Customer Register Privacy Statement

According to the General Data Protection Regulation, the personal data controller of a register is obligated to inform the register's data subjects in a clear manner. This statement fulfils this informing obligation.

1. Personal data controller

TVA Consulting

Contact information:

Yliopistonkatu 8 D 68 20100 Turku, Finland

email: trainings@tva.fi

tel. +358 5308943

Contact information in matters related to personal data files: Please see the contact information on top.

2. Data subjects

The register consists of TVA Consulting's clients and potential clients and contact partners.

3. Purpose of use of personal data processing

Grounds for keeping the register:

- for example, personal data is being processed based on an existing customer relationship
- for example, personal data is being processed based on consent (e.g. a list of potential customers collected at a fair, and the form has included giving consent for marketing)

Purpose for the register and the processing of personal data

Personal data is being processed for predetermined purposes, which are customer relationship management, informing about the services and possible direct marketing.

4. Personal data recorded in the register

The register may contain the following information:

- Name
- Postal Address
- E-mail
- Phone number
- Date of birth
- Company name and Business ID
- Information on products/services bought
- Invoicing data and postal address of the company, including emails and phone numbers
- Postal address of the car
- Video recordings of eLearning

5. The data subject's rights

The data subject has the following rights, and requests for their use should be sent to trainings@tva.fi.

Right to access data

The data subject may check the data we have recorded.

Right to rectification

The data subject may request the rectification of inaccurate or incomplete personal data.

Right to object

The data subject may object to the processing of personal data if the data subject feels that personal data has been processed unlawfully.

Right to forbid direct marketing

The data subject has the right to forbid the use of personal data for direct marketing.

Right to deletion

The data subject has the right to request the deletion of data if personal data processing is not necessary. We will handle the request for deletion and proceed to either delete the data or state a justified reason for not being able to delete the data.

It should be noted that the controller may have legal or other rights to not delete the requested data. The controller is obligated to preserve accounting materials for the duration (10 years) set out in the Accounting Act (Chapter 2, Section 10). For this reason, materials related to accounting cannot be deleted before that term has expired.

Withdrawing consent

If the processing of personal data is only based on the data subject's consent and not for instance on a customer relationship or membership, the data subject may withdraw consent.

The data subject may complain of the decision to the Data Protection Supervisor

The data subject has the right to demand us to restrict the processing of controversial data until the matter is solved.

Right to complain

The data subject has the right to complain to the Data Protection Supervisor if the data subject feels that we are violating the effective data protection regulation when processing personal data.

Contact information of the data protection supervisor: <https://tietosuoja.fi/tietosuoja>

6. Regular information sources and disclosure of data

On some safety courses (for example SFS6002, Occupational Safety Card, Hot Work Licence Training, EFR First Aid Training) participants need to provide certain personal information, name & date of birth. This information is needed only for card registration to the organisation concerned (eg. Center for Occupational Safety for Occupational Safety Card TTK and registration to Finnish rescue association for Hot work Licence SPEK). After this information has been transferred to the registry holder and cards have been received, we delete the original papers by shredding and/or burning. Personal information that we collect for our own register is only to identify the service user.

In order to participate in the e-learning training, participant names, email addresses and their training material results will be processed by LMS Lifter. This information may be shared outside the EU/ETA region. The transfer is based on EU contractual clauses (model clauses).

We use 3rd party cookies to help us develop our website and make your user experience better. Facebook, Instagram and LinkedIn tracking codes are also used. We use Google Analytics, Google Tag Manager and Google Ads for analyzing and targeting related to our website usage, popular products, trends and sales. The information sent to Google includes only anonymised or pseudonymised data.

7. Duration of processing

When a customer relationship ends or the customer requests it, personal data can be deleted from the register. This deletion applies unless the data is required to be retained for later reporting by authorities.

8. Personal data processors

The controller and its employees process personal data. We may also outsource the processing of personal data partly to a third party, in which case we will guarantee with contractual arrangements that personal data is processed in compliance with valid data protection legislation and also otherwise appropriately.

9. Transferring data outside the EU

Data is regularly transferred outside the EU or the EEA. When data is transferred outside the EU and the EEA, we will safeguard the sufficient level of personal data protection by e.g. agreeing on matters related to the confidentiality and processing of personal data in compliance with legislation.

10. Automatic decision-making and profiling

We are not using the data for automatic decision-making or profiling.