

1. REGISTER HOLDER (CONTROLLER)

Ranta-Keurula

Rantakeurulantie 159

41550 Hannula

+358 405818893

info@ranta-keurula.fi

VAT 11627941

2. PERSON IN CHARGE OF REGISTER OR CONTACT PERSON

Mirja Riipinen

+358 405818893

mirja.riipinen@ranta-keurula.fi

3. NAME OF REGISTER

Ranta-Keurulan asiakasrekisteri

4. PURPOSE OF THE PROCESSING OF PERSONAL DATA

This register's purpose is to enable property's online business such as order information, billing information and payment confirmation or processing information between the merchant and the customer. Besides the purpose of the register is to enable contacts that are required for providing customer service and maintaining customer relations (as well as for direct advertising when it has not been prohibited by the customer).

5. INFORMATION CONTENT OF THE DATA FILE

Customer's personal details: first and last name, date of birth, contact information (for example phone number and e-mail), nationality, the number of children staying in the property premises with the customer and their names and ages and, if needed, the billing information of the customer.

From company customers the company name, address, contact information and business ID are also collected.

Customer service information:

information on customer review, comments on register holder's services and other information received with customer's consent.

Booking information (past and future bookings): Information connected to customer's preferences (such as smoke-free room, room type information or information about additional services requested)

Information on customer's payment methods (including late payment information) and billing information.

Customer's permission to direct advertising made with e-mail, SMS or other automatic methods.

Information in legal prohibition of direct advertising, distance sales and other direct marketing.

Card-specific information about the use of register holder's services (for example number of night stayed and purchases)

Other information collected with the permission of the customer (for example information about physical challenges and illnesses) that is needed in order to provide services requested.

6. REGULAR SOURCES OF INFORMATION

Every customer's personal details and contact information are collected online forms or with paper forms manually. Customers either fill in their details in person when using customer information form or the information is collected manually at the check-in.

The website uses Google Analytics, Google's visitor tracking tool.

This site uses cookies. These cookies and web beacons do not collect information that identifies a visitor.

Actions performed in Web cannot be connected to a specific person.

7. REGULAR DESTINATIONS OF DISCLOSED DATA AND DATA TRANSFER TO COUNTRIES OUTSIDE THE EUROPEAN UNION OR THE EUROPEAN ECONOMIC AREA

Information is not disclosed regularly from the register or from register holder's possession.

If the register holder sells, reorganizes or otherwise gives the business either fully or partly, this data in question can be transferred. Data is not transferred outside the EU or the EEA.

Register holder can transfer customer's personal data to third parties like the police or other legitimate authorities if the matter is about investigating a crime or if it is instructed by the law or a decision of the authorities.

8. DATA PROTECTION POLICY

A. Manually processed data

If content is printed out from the register saved in the server, the manual content is held locked. Only the register holder and legitimate authorities have the access rights to the content.

B. Electronically processed data

The full register information is accessible only to the register holder, maintenance personnel and legitimate authorities. The information is protected by appropriate technical and organisational procedures in case of disappearance, conversion or access without legal rights.

9. RIGHT OF ACCESS AND REALIZATION OF THE RIGHT OF ACCESS

Everyone has the right of access, after having supplied sufficient search criteria, to the data on him/her in a personal data file, or to a notice that the file contains no such data. Right of access is free of charge once a year. Anyone who wishes to have access to the data on himself/herself, shall

make a request to this effect to the controller by a personally signed or otherwise comparably verified document or by appearing personally in the premises of the controller.

10. RECTIFICATION AND REALIZATION OF THE RECTIFICATION

Everyone has the right to request rectification of invalid register information. The rectification request should be made in writing and with sufficient details.

11. OTHER RIGHTS RELATED TO THE PROCESSING OF PERSONAL DATA

According to the information privacy law 30 § “everyone in the register has the right to prohibit the use of their information for direct advertising, distance sales and other direct marketing, market surveys and polls, as well as for the compilation of genealogies and registers of individuals.” This prohibition as well as rectification requests should be addressed to:

Ranta-Keurula

Rantakeurulantie 159

41550 Hannula

+358 405818893

info@ranta-keurula.fi

VAT 11627941