

Please read the instructions before filling in the privacy policy.
Use the appendix when necessary.

1a Data controller

Name
Suomen Kaasuenergia Oy

Address
Pulttikatu 1, 48770 Kotka

Other contact information (such as phone number during office hours,
e-mail address)
020 690 02

2 Contact person in matters related to the register

Name
Laura Piipari

Address
Pulttikatu 1

Other contact information (such as phone number during office hours,
e-mail address)
asiakaspalvelu@suomenkaasuenergia.fi, +358 (0)20 690 027

3 Register name

Customer register of Suomen Kaasuenergia Oy

4 Purpose of the processing of personal data

Personal data will be processed for the following purposes: taking care of customer relationships, managing gas agreements and deliveries, fixing disruptions and managing gas stoppages, verifying credit information, invoicing and collection, announcements and newsletters, marketing campaigns and direct marketing.

5 Data content of the register

Personal data will be collected of the customers of Auris Kaasunjakelu Oy, Suomen Kaasuenergia Oy and Auris Energiaratkaisut Oy. This customer data will be collected by the companies specified above, as well as any service providers supplying services related to the customer accounts. Personal data to be collected include: the customer's name, address, invoicing address, phone number, e-mail address, personal identity code, estimated annual consumption.

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6 Regular data sources

Customer data will primarily be collected from the customers themselves. If necessary, the customer data will be complemented with data from Finland's population information system and Suomen Asiakastieto Oy.

7 Regular data transfers

Elenia Oy provides customer service and invoicing tasks for Suomen Kaasuenergia. Therefore, customer data will be regularly transferred to persons performing these tasks at Elenia, and these employees of Elenia Oy will also collect and maintain customer data in the register.

Customer data will be transferred to the following companies within the same group: Auris Kaasunjakelu Oy, Suomen Kaasuenergia Oy, Auris Energiaratkaisut Oy.

If necessary, customer data will also be transferred to debt collection companies for collection measures.

8 Data transfers outside the EU or EEA

Customer data will not be transferred to other third parties or outside the EU.

9 Principles of register protection

A Manually processed materials

The customer register and the equipment in the system used to process it are located in closed server rooms. In case of disruptions, the data is secured through regular copying. Physical materials (agreement documents) are stored in a locked fireproof cabinet.

B Data processed via automatic data processing

The circle of people processing personal data is restricted to only involve office workers whose tasks require the processing of personal data. The employees processing personal data are under an obligation of confidentiality. The data is stored in a system where access and protection are arranged appropriately.

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Right to the
inspection of data

The data subject has the right to receive information on which types of data about them is stored into the register or on that there is no data about them in the register. A written and signed request must be sent to the customer service department of Suomen Kaasuenergia Oy by e-mail to asiakaspalvelu@suomenkaasuenergia.fi or by post to the postal address of the customer service department

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Right to the
correction of data

The data subject has the right to have inaccurate information about them corrected. The request to correct inaccuracies must be sent by e-mail to asiakaspalvelu@suomenkaasuenergia.fi or by post to the postal address of the customer service department.

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Other rights related
to the processing
of personal data

The data subject has the right to forbid the use of their personal data for direct marketing purposes. The prohibition must be sent by e-mail to asiakaspalvelu@suomenkaasuenergia.fi or by post to the postal address of the customer service department.