

## Use of cookies and data file description

Description of the data file of Lomarengas Oy, in accordance with the Personal Data Act (523/1999). Updated: 12 February 2016.

### Controller, name of the data file and contact information

Lomarengas Oy and the subsidiaries of Lomarengas Oy (hereinafter referred to as “the Controller” or “the Group”). Customer register of Lomarengas.

#### Contact information:

Lomarengas Oy  
Sörnäisten rantatie 29  
FI-00500 Helsinki  
Business ID: 09801728

#### Contact person

Pekka Huttunen  
Contact information: Sörnäisten rantatie 29, FI-00500 Helsinki, tel: +358 (0) 306502502

### Purpose of processing the personal data (purpose of use of the data file)

The Controller processes the personal data of customers for the following purposes:

- offering the Controller’s services to customers
- constant management and development of the customer relationship and bookings
- payment of booking fees, monitoring and collection of payments
- development of the Controller’s operations and the development customer service
- monitoring and analysing data on the interests of customers and their accommodation preferences and wishes, including the development of customer service
- taking the wishes of customers into account, developing customer service and targeting the services.

The Controller does not disclose personal data to third parties for marketing purposes or opinion or market surveys). The Controller may send direct marketing to the customers electronically (e.g. by e-mail or SMS; the Lomarengas Group newsletter).

The processing of personal data is based on section 8(1)(1,2,5 and 6) of the Personal Data Act.

### Data content of the file

The following information is collected and stored about the customers:

- Customer number, first name, last name, address, postal code, city, country, telephone number, mobile phone number, fax, e-mail address.

- Customer feedback data: customer satisfaction, comments on the Controller's services and other information obtained with the customer's consent. Online feedback form, online feedback, feedback via e-mail or mail and complaints Results of customer satisfaction surveys (e-mail, mail, telephone).
- Booking information (e.g. information on previous bookings and future bookings).
- Information related to the use of services: for example, service use, purchase and cancellation data.
- Information on the customer's payment method and past payments (including delays in payment).
- Statutory information on direct advertising, distance selling and other direct marketing bans (removal from the newsletter mailing list).
- Memberships in the customer systems and other systems of the Controller and its partner companies and the information needed for receiving benefits under the systems.
- Hobbies and interests.
- Other information that is collected with the customer's consent (e.g. physical impairments, injuries or illnesses that are relevant when providing the requested services).

## Cookies

The Controller uses cookies on its website. Cookies are small text files that are stored on the customer's computer. Their purpose is to enable certain functions of webpages. Most cookies are deleted from the customer's hard disk after the session (session cookies). Some cookies may remain on the customer's computer. These cookies enable the Controller to identify the customer's computer when the customer visits the site again (permanent cookies).

The Controller uses third-party software, such as Google Analytics and Google Adwords. These online analytics services by Google Inc. and the monitoring systems of Adtraction also use cookies that are stored on the customers computer for the purpose of analysing the use of the website. The information collected with cookies about the use of the Controller's website, including the IP address, are transferred to and stored on third party servers.

The customer can prevent the installation of cookies from the browser settings. Blocking cookies disables certain functions of the Controller's website. By using the Controller's website, the customer accepts, for example, the use of information collected by Google for the aforementioned purposes, as described herein.

## Regular sources of data

Information about the customer is collected with the customer's consent from the customer and the events related to the booking and purchase of services. Personal data may also be collected, stored and updated using the registers of the Population Information Centre or another Controller that provides address, updating or other such services.

## Regular disclosure and transfer of data outside of the EU or the EEA

Personal data is disclosed for the purposes of direct marketing and opinion and marketing surveys within the limits set out in the Personal Data Act (e.g. as permitted by the consent or required by the assignment). Data may only be disclosed to outside the EU or the EEA to the extent permitted by the Personal Data Act.

## Data file security principles

Only Lomarengas employees who need the information at work have access to the data file. Local booking centres, cottage owners, maintenance and cleaning personnel and the persons to hand over the keys have access to the customer information that is relevant to their work. The information stored in the data file are located in the closed network of Lomarengas Group. The network is secured with a firewall, personal user IDs and passwords. Persons who process the data are covered by the obligation to secrecy and penalty provisions set out in the Personal Data Act.

## Processing of personal data and information provided to the customer under section 24 of the Personal Data Act

### Data file description

The description of the customer register of Lomarengas Group is available on the premises of Lomarengas Oy, at Sörnäisten rantatie 29, Helsinki, and on the Controller's website at [www.lomarengas.fi](http://www.lomarengas.fi).

### Collection of data

Personal data is collected when the customer makes a cottage or a meeting service reservation, directly from the data subject and from customer feedback, customer surveys, raffles and competitions, updates to customer information, invoicing and payment monitoring.

### Right of inspection and the rectification of erroneous data

The customer has the right to inspect their own information in the data file. If the customer wants to use their right to inspect the information, they must send a signed inspection request to Lomarengas, using the address given above. The customer may also view the data file on the Lomarengas premises. The inspection request must specify the customer's name, address and phone number. Lomarengas will deliver a written response to the customer within thirty (30) days from receiving the written request or from the customer's personal visit to Lomarengas.

The inspection request must specify clearly the service in question. The request can also be made personally by visiting the Controller's premises.

If there are errors in the customer's information, the customer may request Lomarengas to rectify the error. The Controller will rectify, remove or update any data that is erroneous, unnecessary, inadequate or outdated from the point of view of the purpose of processing, either at its own initiative or upon the request of the data subject. The data subject must contact the Controller in order to request rectification of the data. The request must be made in writing, signed and sent to the abovementioned address.

### Right to prohibit

The customer has the right to prohibit the Controller from processing their data for the purposes of direct advertising, distance selling and other direct marketing. The customer can issue the prohibition by contacting Lomarengas in writing, using the address specified above.

