

1. The Registrar

Name: Tahko Spa Oy

Business ID: 1823652-1

Address: Keitaankatu 1

Postal code: 73310

Postal address: TAHKOVUORI

Telephone number: 0600 550 148

E-mail address: info@tahkospa.fi

2. Person in charge of the register

Company: Tahko Spa Oy

Name: Eriika Wathen

Address: Keitaankatu 1

Postal code: 73310

Postal address: TAHKOVUORI

Phone number: 050 305 4504

E-mail: eriika.wathen@tahkospa.fi

3. Data Protection Officer

Company: Tahko Spa Oy

Name: Eriika Wathen

Address: Keitaankatu 1

Postal code: 73310

Postal address: TAHKOVUORI

Phone number: 050 305 4504

E-mail: eriika.wathen@tahkospa.fi

4. Purpose of the register

The personal data collected will be used to: Provision of the controller's services to customers. To provide the services of the controller in order to provide the services of the controller to its customers. To manage and develop customer reservations, to pay for reservations and to monitor payments.

5. Customer data is collected and processed with the customer's consent, or for the purpose of implementing a contract with the customer.

6. The following information is collected and stored about the data subjects

- Contact information, such as first name, surname, local address, postcode, town, country, telephone number and e-mail address- Customer satisfaction data- Reservation data (e.g. on existing reservations and future reservations)
 - Data related to the use of services: e.g. usage, purchase and cancellation of services
 - Customer payment method, payment behaviour and billing information - opt-out information for direct mail and other direct marketing (unsubscribe from newsletter mailing list)
 - Other data collected with the customer's consent
7. Data retention period Personal data will be kept for as long as necessary for the performance of the contract with the customer or for the development of customer service.

8. Regular data sources

The register is used to collect data:

Information about customers is obtained with the customer's consent from the customer himself/herself by telephone, accommodation card, internet, e-mail or other similar means. Credit information is checked with the service provider with the client's consent. Customer satisfaction information is collected through customer satisfaction surveys with the consent of the customer.

From registers held by the public authority to the extent permitted by law (e.g. ytj.fi). Data is also collected using the Google Analytics 4 analytics tool.

9. Regular disclosures and transfers of data outside the EU or the European Economic Area

There is no regular transfer of data outside the company. Some of the third-party service or software providers used by the company may store data outside the EU or the European Economic Area.

10. Use of cookies

We use cookies on our website. A cookie is a small text file sent to and stored on a user's computer that enables the website operator to identify frequent visitors to the website, to facilitate visitor logins and to enable the compilation of aggregate information about visitors. This feedback allows us to continuously improve the content of our website. Cookies do not harm users' computers or files. We use them to provide our customers with information and services tailored to their individual needs.

If a user visiting our website does not want us to receive the above information through cookies, most browsers allow you to disable the cookie function. This is usually done through the browser settings.

However, please note that cookies may be necessary for the proper functioning of some of the pages we maintain and services we provide.

11. Data is transferred over an SSL-secured connection.

Electronic data is protected by a firewall, usernames and passwords.

Access to the data is restricted to those persons employed by the controller who are authorised to process customer data on behalf of their work. The controller does not disclose customer data to third parties.

12. No automated individual decisions (Article 22 of the EU GDPR) are taken.

13. The data subject has the right to check what data relating to him/her have been recorded in the personal data file. A written request for inspection must be signed and sent to the person responsible for the register.

The right of inspection is free of charge and is exercised no more than once a year.

The data subject has the right to request the rectification or erasure of inaccurate or outdated data or the transfer of data from one system to another. They also have the right to restrict or object to the processing of their data in accordance with Articles 18 and 21 of the EU General Data Protection Regulation. The request for rectification should be sent to the contact person indicated in the register.

The data subject has the right to withdraw his or her prior consent to the processing.

Data subjects also have the right to object to the use of their data for direct marketing purposes.

14. The data subject has the right to lodge a complaint with a supervisory authority The data subject has the right to lodge a complaint with a competent supervisory authority if, in the data subject's opinion, the controller has not acted in accordance with the EU General Data Protection Regulation and Finnish national data protection legislation.