

REFECTA AB

Refecta Ab customer register

An informative document of processing personal data in Refecta Ab's customer register, according to the General Data Protection Regulation in the EU.

1. Registrar

Refecta Ab
Business ID: 2366324-5
Uudenmaakatu 9 A, 00120 Helsinki, Finland
Email: info@dianapark.fi
+358 (0)50 33 85 434

2. Person in charge of register

Elisa Mäntylä, CEO
Email: elisa.mantyla@dianapark.fi
+358 (0)40 55 96 052

3. Name of register

Refecta Ab customer register

4. Purposed use of register

Processing of personal data within the customer register is based on customer relations of consumer customers and business customers of Refecta Ab. A customer relation is created when a customer reserves or uses the services of registrar.

The registrar also handles customer data based on the agreement between the registrar and the registered subject. On this basis, personal data when making a reservation or for invoicing purposes, is processed.

The purposed use of customer data in the customer register is:

- management and development of customer relations
- customer relations communication
- handling reservations done by customer
- selling and implementation of services
- processing personal data related to payment, invoicing and monitoring and collection of payments
- improving registrar's business and customer service

Possible information about customer's dietary requirements is only used for food preparation and serving.

5. Personal data to be processed

The registrar processes the following personal data of customers:

- customer's first and last name, phone number, address, email
- nationality
- information regarding reservation
- customer's payment method information, invoicing details, and possible payment delay information
- information regarding customer's choices and wishes (such as special wishes regarding the reserved room)
- possible customer feedback and reclamation information

6. Where do we get the personal data

Information is received directly from the customer (verbally, via phone, internet forms, email, passenger card) as well as customer's booking and sales related transactions through third parties (reservation channel -companies). When customer data is received from reservation channel -companies, the source of personal data is the reservation channel -company in question.

7. Recipients of personal data

The information in the customer register is not disclosed to third parties.

Material in manual form is stored in Refecta Ab's premises, which are locked and/or monitored. Only those individuals employed by Refecta Ab, who need information from the customer register for their work, have access and right to use the register in electronic form.

Information can be disclosed to the authorities based on their laws on requests for information.

8. Data transfer outside the EU

Information is not transferred outside the EU.

9. Retention period for personal data

The customer's personal data in the customer register is processed for the duration of the customer relations. The registrar regards the customership to have ended, if the customer has not used Refecta Ab's services in two (2) years.

When data is processed under the contract between the registrar and the registered subject, the data is stored for as long as information is needed to carry out the contract. After the contract has been completed, the data is stored for as long as customer relation is ongoing or there is a reason for the processing of data (e.g. reclamation cases or Accounting Act).

During customer relations, only necessary information for its purposed use is processed.

10. The rights of registered subject

Every registered subject has the right to go through their stored data for the customer register.

Every registered subject has the right to ask for correction of possible false information.

If requirements are met, the registrar must delete personal data of the registered subject if asked by them.

The registered subject has the right to object their personal data being processed based on their specific personal situation.

The registered subject has the right to ask for the restriction of processing personal data under certain conditions.

11. The right to file a complaint to supervisory authority

The registered subject has the right to file a complaint with the competent supervisory authority, if they feel that the registrar has not complied with applicable data protection regulations.

12. Requests related to the usage of registered subject's rights

Questions regarding the processing of personal data and in situations related to the usage of subject's rights, the registered subject can contact the person in charge of the customer register (see section 2 details). This request needs to be done in writing.