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Name of the register	Kymen Vesi Oy's Customer Register
Data controller(s)	Kymen Vesi Oy Y-tunnus 2081160-1
Contact details of the controller	Malminkatu 16, 48600 Kotka info@kymenvesi.fi
Contact information of Kymen Vesi Oy's Data Protection Officer	Data Protection Officer Malminkatu 16, 48600 Kotka kvietosuojaavastaava@kymenvesi.fi
Purpose of processing personal data	Kymen Vesi processes the personal data in the Customer Register for the purpose of implementing and maintaining the service agreement between Kymen Vesi and the customer. The purpose of the processing is to produce, invoice and develop the services provided by Kymen Vesi as well as customer communication. The purpose of the processing is also to comply with the statutory obligations related to water services (Vesihuoltolaki 119/2001) and to take care of the archive, reporting and inquiry obligations based on official regulations and instructions. Personal data may also be processed in contexts where the data subject has separately given their consent.
Legal basis for processing personal data (EU General Data Protection Regulation, Article 6)	The grounds for the processing of personal data in this register are <ul style="list-style-type: none"> • agreement • the controller's legal obligation • consent of the data subject
The categories of personal data in question and the data from which the personal data has been obtained, if the data has not been obtained from the data subject. If applicable, information on whether the information has been obtained from publicly available sources.	Personal data may be obtained to supplement customer data from registers maintained by authorities, such as the public address services of Posti and Väestörekisterikeskus (Population Register Centre), telephone registers, personal data maintained by the Väestörekisterikeskus (Population Register Centre) and the local register office and payment default data of Suomen Asiakastieto Oy within the limits permitted by law. Maanmittauslaitos (The National Land Survey of Finland) can be consulted to supplement customer information and to support planning and operations under the Water Services Act.



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<p>Grounds for disclosure of personal data</p>	<p>The basis for the disclosure of personal data is a requirement required for the conclusion on a contract and a requirement based on a contract.</p>
<p>Recipients/categories of recipients of personal data</p>	<p>Kymen Veski uses the services provided by a third party for the technical implementation of the Customer Register and for the fulfilment of the obligations and services required by the service agreement. A written agreement on the processing of personal data (DPA) has been drawn up with all outsourced processors as required by law. Personal data may be disclosed to the authorities and the police upon a separate request to the extent that the data is necessary for the performance of a statutory task. Any transfers will be subject to applicable laws and regulations. The transfer of data will be carried out on an appropriate transfer basis.</p>
<p>Retention period of personal data</p>	<p>Kymen Veski Oy retains the data subject's personal data in its Customer Register throughout the customer relationship and for as long as required by the company's operational needs, archiving regulations, other obligations binding on the company or legislation. The data is stored permanently when the deletion of the data would lead to the loss of information that is essential to the property. Such information includes:</p> <ul style="list-style-type: none"> • The joining agreements and its attachments and the personal information they contain • Joining statement applications and statements, joining cost calculations and the personal information they contain • Exemption applications and statements and decisions and the personal information they contain • The placements permit from the landowners and the personal information they contain • e-mails saved in PDF format to the extent that they concern information that is appropriate for the property to store <p>In other respects, personal data is stored for ten (10) years after the end of the contract to ensure the legal protection of the customer and the company. Such information includes invoice archives, payment and collection material, water connection block lists and other similar documents. Personal data that has been collected for a temporary purpose with the consent of the data subject will be deleted after the need for use has ceased to exist. Such information includes newsletter mailing lists, event participation lists and information provided in connection with draws.</p>



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<p>Transfer of personal data outside the EU and EEA countries to third countries or to an international organisation</p>	<p>Personal data will not be transferred outside the EU or EEA countries or to international organisations.</p>
<p>Automated decision-making</p>	<p>Personal data is not processed for automated decision-making.</p>
<p>Rights of the data subject in relation to the processing of personal data</p> <p>(EU General Data Protection Regulation, Chapter 3)</p>	<p>The data subject has the right to receive information from the controller about the processing of their personal data, the right to check the information stored in the register and to demand the rectification of incorrect information.</p> <p>In certain situations, data subjects have the right to request the restriction of processing, to object to processing or to request the erasure of data. It should be noted that the data subject cannot exercise all rights in all situations due to, among other things, the basis for processing personal data. All data subject requests are processed on a case-by-case basis.</p> <p>If the data subject wishes to exercise the above-mentioned rights, the data controller will be contacted. Primarily, the Kymen Vesi Oy's Data Protection Officer should be contacted at the email address mentioned in this policy.</p>
<p>Right to lodge a complaint with a supervisory authority</p>	<p>The data subject has the right to lodge a complaint with the relevant supervisory authority or the supervisory authority of the EU Member State where he/she resides or works if he/she considers that the personal data has not been processed in accordance with the applicable data protection legislation.</p> <p>Tietosuojavaltuutetun Toimisto (Office of the Data Protection Ombudsman, Finland): Address: Lintulahdenkuja 4, 00530 Helsinki Post address: PL 800, 00531 Helsinki telephone: 029 566 6700 email: tietosuoja@om.fi www.tietosuoja.fi</p>

