

1. Register owner

Visit Pori Oy
c/o City of Pori, PL 121
28101 Pori
info@visitpori.fi
Business ID: 1519270-3

2. Contact person regarding the register

Tiina Lehtonen, toimitusjohtaja
Visit Pori Oy
c/o City of Pori, PL 121
28101 Pori
0447011021
tiina.j.lehtonen@pori.fi

Visit Pori Oy has come to the conclusion within its privacy policy that it is not necessary to appoint a separate privacy representative.

3. Name of the register

Visit Pori Oy's customer register

4. Purpose of processing personal data / purpose of the register

The purpose of this register is to enable online transactions through Visit Pori Oy's e-market platforms and transactions from Visit Pori Oy's office, such as the transmission of order information, billing information, payment confirmation information or processing information between the merchant and the customer. In addition, the purpose of the register is to enable customer service contacts and to maintain the customer relationship and direct marketing unless prohibited by the customer.

Processing is based on a contract. In the legitimate interest of the customer, personal data will be processed carefully and if necessary, transferred to partners in order to ensure the functioning of the services and in accordance with the regulations of the authorities. Visit Pori Oy keeps customer travel data in accordance with the legislation in force. Data required to manage the customer relationship after these dates will be kept in the customer register for a period of 10 years, unless the data subject uses his/her right to delete the data from the register.

5. Data content of the register

First and last name
Address
Postal code and city
Telephone number
E-mail address
Booking transaction details for handling customer feedback.

Private accommodation providers are also asked for: personal identity number, bank account number, details of the accommodation provided by the host and photos of the accommodation.

If applicable, the following will be asked of tourist services bookers: any special dietary requirements/food allergies, possible mobility restrictions, language, details of services ordered by the customer, employer.

Companies will also be asked: company name, billing address and business ID.

6. Regular data sources

The information is collected either through online forms on the online services or by telephone, in person or by email from the customer. Customers enter the information personally when ordering from Visit Pori Oy's e-marketing platforms or when registering on the platforms (including the registration form for private accommodation). When booking, the customer provides the data of other participants with his/her own and the other participants' consent.

7. Regular data disclosures and data transfer outside the EU or the European Economic Area

Only the information needed by each partner (e.g. shipping, airline, coach, hotel, private accommodation and, if necessary, restaurants) will be provided to ensure the smooth running of the arrangements. Personal data will not be disclosed to third parties, except for the purposes described above and in accordance with the requirements of Finnish law. The data will be provided to the authorities in accordance with Finnish law and the targeted questionnaire.

The data will not be transferred outside the EU or the European Economic Area.

8. Principles for the protection of the register

A. Manual data

Visit Pori Oy takes care of the security of its premises in accordance with its internal data protection guidelines. The staff of Visit Pori Oy is actively instructed and guided in matters related to the privacy regulation.

The manual data is archived in a locked room at Visit Pori Oy. If manual material is printed from the register registered on the IT system, the material is stored in a locked room and the register holder and the authorities prescribed by law only have access to the material.

B. Data stored on the IT system

Visit Pori Oy stores data in systems related to customer relationship and marketing. Visit Pori Oy staff logs into the different systems with personal usernames and passwords.

The sub-registers of the marketing register are located on the servers of Aptual Commerce Oy and the City of Pori, which are located in supervised data centres. The full register information is accessible only by the controller and the technical maintenance staff of Aptual Commerce Oy and Comgate Oy. A customer merchant who has purchased the Johku services has access to the personal data provided by his/her customers who have ordered from the Johku online shop, to the extent required for the transaction.

9. Right of control and verification

The data subject has the right to check what information concerning him/her has been stored in Visit Pori Oy's marketing register. The right of control is free of charge once a year. The request must be made in a written form or in person at the controller's premises.

10. Rectification and steps to rectify data

The data subject may request the rectification, erasure or restriction of processing data that is inaccurate, unnecessary, incomplete or outdated. The request for rectification should be made in writing and should be made with sufficient specificity.

11. Other possible rights

If personal data is processed based on the consent of the data subject, the data subject has the right to withdraw his/her consent by notifying Visit Pori Oy. The data subject has the right to lodge a complaint with a supervisory authority.

12. Contacts

In all matters relating to the processing of personal data and in situations related to the exercise of personal rights, the data subject should contact Visit Pori Oy.

If necessary, Visit Pori Oy may ask the data subject to specify his/her request in writing and the identity of the data subject may be verified, before taking any other action.

Requests for verification, rectification and denials of processing of personal data will be addressed:

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