



## Sannäs Manor´s Privacy policy

updated 30.3.2021

### Holder of register

Sannäsän Kartanolaiset Oy  
Business ID 2919814–5

Sannäsän Kartano  
Sannaistentie 540  
07310 Sannainen, Porvoo  
tel. +358 19 54 741  
[sales@sannaskartano.fi](mailto:sales@sannaskartano.fi)

### The use and handling of personal data

Personal data is mainly collected directly from the customer for the purpose of managing customer relationships. The personal data is collected for example by phone, e-mail, or different forms. In customer service situations correspondence (for example e-mails) between the customer and Sannäs Manor can be saved for the purpose to develop customer service.

We may also collect data from public registers or external databases (for example Google). We collect and handle personal data only to the extent that they are necessary in terms of Sannäs Manor´s business operations for the following purposes:

- To manage customer relationships
- To develop, produce and offer services.
- To analyse and improve the service experience.
- For statistical purposes
- For customer service
- To manage event arrangements
- For invoicing and credit history management
- For information purposes
- For marketing and advertising services.

We collect and process personal data in accordance with currently valid data protection legislation and our legitimate interests.





## **Marketing and advertising**

We process, for example, the customer's email address to deliver a newsletter to the customer (electronic direct marketing), in which case the processing is based on the customer's consent.

In B2B business operations we might also send electronic, direct marketing messages without separate consent, if the required terms are met.

## **Disclosure and transfer of data**

Data may be transferred with Sannäs Manor for the purpose to manage the customer account or improve the customer experience. We never disclose, sell, or exchange your data to third parties for marketing purposes.

We might use subcontractors or service providers who has the right to handle a customer's data only to the extent it is needed for the agreed services. They do not have the right to use your data for their own purposes.

We will disclose the passenger card data of its non-Finnish customers to the police authorities in accordance with its statutory obligation. In addition, we may have to disclose some data to authorities or legal representatives, when this is otherwise required by law.

## **Information security**

Sannäs Manor stores information and data properly. The data is protected by firewalls and other technical protection. Registers that hold personal data are protected with user ID's and passwords. Only Sannäs Manor's employees, that needs the information in their duties, have access to the information.

## **Cookies**

We use cookies on our website.

A cookie is a small text file that is sent to a user's computer and stored on it. Cookies do not harm the user's computers or files. It is not possible to identify a user with the help of cookies. You can read more about cookies on [www.aboutcookies.org](http://www.aboutcookies.org).

Our website uses Google Analytics cookies. Google Analytics collects certain data from the users that visits our website. The data is collected so that the customers use of the website can be analysed and improved. This kind of data can for example be from where the user has accessed the website and how the customer behaves on the website.

The data the cookies collect is transmitted and saved on Google's servers.





We might also use third party plug ins, that are needed for our services. These can for example be the possibility to like and share social media content from our website. These third parties may collect user data.

### **To review and erase personal information**

Our customer always has the right to review what data we have collected about him/her. The customer also has the right to rectify information or ask that the information will be erased.

The request should be made in writing and should be signed personally. The request can be sent to Sannäsin Kartano Sannaistentie 540 07310 Sannainen. The request can also be made on site.

The customer has the right to refuse direct marketing. The refusal can be made electronically, for example by e-mail or by clicking a refusal link that can be found in our marketing messages.

