

**KEN TEK PLC**

**PRIVACY NOTICE**

**Key Summary**

If you are just browsing our website, we will not collect any personal information about you. This website only collects data that you enter into the website, for example to submit an enquiry.

We use cookies which collect information about the usage and performance of our website. The information that the cookies collect is anonymous (other than your IP address). We use this information to analyse usage of our website by visitors to improve its performance and to inform decisions about content, layout and operation of the website and our services or products.

This notice explains what data we process, why, how it is legal and your rights.

## ABOUT US AND THIS NOTICE

This Privacy Notice applies to personal data collected through our website [www.kentek.fi](http://www.kentek.fi).

This Privacy Notice is provided by Kentek Ltd ('we' or 'us'). We are a 'controller' for the purposes of the General Data Protection Regulation (EU) 2016/679 ("**Data Protection Laws**").

We take your privacy very seriously. We ask that you read this Privacy Notice carefully as it contains important information about our processing and your rights.

### How to contact us

If you have any questions about this Privacy Notice, how we handle your personal data, or want to exercise any of your rights, please contact:

- Customer Service
- Address: Nuolikuja 8, 01740 Vantaa
- Telephone number: +358 (09) 8494 200
- Email: [kentek@kentek.fi](mailto:kentek@kentek.fi)



### Changes to the Privacy Notice

We may change this Privacy Notice from time to time. You should check this Privacy Notice occasionally to ensure you are aware of the most recent version that will apply each time you access this website.

## WHAT PERSONAL DATA DO WE COLLECT AND WHY?

### Personal data provided by you

#### ➤ Visitors only

If you are just browsing our website we will not collect other personal data than your IP address through our cookies.

#### ➤ Information you submit

We process personal information about you such as your name, company address, email address and telephone number and anything else that you provide to us when you contact us for example by filling in a customer information form, enquiry form, order or a complaints form in order to respond to the enquiry or complaint you are making.

We also collect personal information when you contact us or send us feedback to improve our services and products in the future.

### **Sensitive personal data provided by you**

We do not collect any sensitive personal data about you.

### **Personal information about other individuals**

If you give us information on behalf of someone else, you confirm that the other person has appointed you to act on their behalf and has agreed that you can.

## **HOW IS PROCESSING YOUR PERSONAL DATA LAWFUL?**

We are allowed to process your personal data on the basis that it is in our legitimate interests to:

- Monitor how our website is used in order to improve it. We use aggregated data to do this so it does not impact on your privacy;
- Respond to enquiries, complaints and requests in order to serve our customers. We will only use your personal data for this purpose. If you are an existing customer, we may add information about the enquiry, complaint or request to other records we hold about you so we can provide a better customer service; and
- Send you materials you have requested, using the data you have provided.

Please be aware that you have the right to object to the processing of your data of any of the legitimate interests identified.

## **WHO WILL HAVE ACCESS TO YOUR PERSONAL DATA?**

Like any business, we use service providers to operate our website, such as website hosting, ERP service provider or outsourced logistic partner. Some of these service providers will process your data as part of the services they offer to us. We take steps to ensure that our service providers treat your data in accordance with the law, only use it in accordance with our contract with them and keep it secure.

### **How we keep your data secure**

We strive to implement appropriate technical and organisational measures in order to protect your personal data against accidental or unlawful destruction, accidental loss or

alteration, unauthorised disclosure or access and any other unlawful forms of processing. We aim to ensure that the level of security and the measures adopted to protect your personal data are appropriate for the risks presented by the nature and use of your personal data. We follow recognised industry practices for protecting our IT environment and physical facilities.

### WHEN WILL WE DELETE YOUR DATA?

The table below provides details about how long we will process your data.

<b>Data we process</b>	<b>How long this will be held for</b>
Cookies / Analytics data	<p>Cookies will be saved until the user deletes the browser cookies.</p> <p>Our webpages are using Google Analytics program to collect information of the visitors. The information will be saved for 12 months (usually, depending on Google).</p> <p>System login information (username) is valid only during the session.</p>
Information from enquiry forms	<p>Until the enquiry has been completed and no further responses are received for a reasonable period. If you are an existing customer, the enquiry may be added to other information that we hold about you as a customer.</p>
Complaints data	<p>For a period of up to 7 years after resolution of the complaint. If you are an existing customer, the complaint and its resolution may be added to other information that we hold about you as a customer.</p>

Data we process	How long this will be held for
Subscription / marketing requests	Until you tell us that you no longer wish to receive the subscription or marketing material.

## **YOUR RIGHTS**

As a data subject, you have the following legal rights:

- the right of access to personal data relating to you
- the right to correct any mistakes in your information
- the right to ask us to stop contacting you with direct marketing
- the right to prevent your personal data being processed in some circumstances
- The right to object to processing of your data where processed on the grounds of legitimate interests
- the right to erasure in some circumstances

If you would like to exercise your rights, please contact us at the details set out above.

We will respond to any rights that you exercise within a month of receiving your request, unless the request is particularly complex, in which case we will respond within three months.

Please note that exceptions apply to some of these rights which we will apply in accordance with the law.

### **Complaints to the regulator**

If you do not think that we have processed your data in accordance with this Privacy Notice, you should let us know as soon as possible. You also have the right to complain to the Data Protection Ombudsman. Information about how to do this is available on his website at [www.tietosuoja.fi/en](http://www.tietosuoja.fi/en).