



INFORMATION REGARDING DATA PROTECTION

The procedures mentioned in this document apply to Hotel-Restaurant Jussan Tupa and Wilderness Centre Vuollikka.

Registry holder:

Jussan Tupa Oy (0210983-6)
Ounastie 140, 99400 Enontekiö
Tel: 040 688 2200
Email: jussantupa@jussantupa.fi
www: www.jussantupa.fi

Contact person in matters regarding the registry:

Petri Niemi
Tel: 040 688 2200
Email: jussantupa@jussantupa.fi

Collected data:

For booking purposes we collect some of your personal information, such as:

- Name
- Email address
- Telephone number
- Credit/Debit card number, the valid through - date, security code

The data is used to make bookings, and informing you about them. Credit/Debit card information is used only to secure the booking, and to charge for services ordered.

Based on the law governing accommodation- and restaurant services, we also collect the following information from clients staying at the hotel:

- Citizenship
- Finnish social security number, or date of birth
- The names and social security numbers/dates of birth of accompanying spouses/significant others, and children
- Address
- Check in- and check out -dates
- Country from which you are entering Finland
- Travel document (passport) number (does not apply to citizens of Nordic countries)
- The purpose of the trip (voluntary information)

A joint traveler information notification can be made for passengers partaking in a group travel.

The physical traveller information cards are held for the period of time required by the law at any given time, after which they are destroyed.

In addition, we may collect the following information for customer service purposes:

- All the information regarding the booking
- Information about whether you have denied/approved the use of your information for customer service and direct marketing
- Information regarding means of payment, billing, possible information about delayed payments
- Information about used services, and purchases
- Information regarding choices, special requirements, and accessibility
- Other information that is relevant in order to handle the clientship
- Possible information about feedback and complaints
- Possible information regarding special diets

Collection, use, processing, and forwarding of customer data:

Your client information is collected solely for the use of Hotel-Restaurant Jussan Tupa and Wilderness Centre Vuollikka. The processing of client information is based on grounds of legitimate interest, and partly on the contract formed between you and our company (bookings, for example)

The data is collected only for booking, invoicing, and customer service. We do not use your information for direct marketing if you are a private customer who does not represent a client company. If you are the contact person of a client company, we may use your information for direct marketing, but only if you give us your consent for that purpose.

We also do not forward your information to third parties, except when required by the law, or if you have asked us to book for you third party -services that require us to forward information.

We may receive information about you from the following sources:

- From you via telephone, email, or on the spot, when you make a booking or use our services
- From booking services, such as Booking.com



- From travel agents and tour operators
- From affiliates who book our services on your behalf

The information of the traveler information card can be forwarded to the police, or to other authorities as governed by the law upon request.

Data transfer outside of the EU:

Your information is not transferred outside of the EU.

Securing and storing data:

We protect your information from outsiders, whether it was in electronic or physical form. Access to client information has been limited, so that it may be accessed only by people who need the information for customer service and/or invoicing.

Information received from third parties arrives encrypted. Any possible physical copies are held in a locked area.

We can only vouch for the security of the information sent to us. Third parties, such as Internet booking sites, are responsible for the information you have given them. You can find out more about this from the data protection -page of the service you are using.

Your information is held a maximum of two years from the end of the year in which you have last been our customer. After that the information is deleted within three months.

However, your information may be kept and processed after said time limit, if it is necessary for purposes such as handling a complaint. We may also keep storing some information if it is required by law, such as the law on book keeping.

The traveller information cards are held for one year as required by the law. After that they are destroyed.

Your rights as a customer:

If you are our client, you have the right to:

- Request access to information regarding yourself, if they exist.
- Ask for the correction of incorrect information
- Ask for the deletion of information (does not apply to traveler information cards)
- Object the processing of your information, or to ask for limited processing



- In some cases to ask for the transfer of your information to another system

You also have the right to file a complaint to the governing authority, if you think that we do not abide to the laws regarding data protection. We hope that in such cases you would first contact us, so that we can investigate the matter and make the necessary corrections to our protocol.