

Rights of data subjects

We ensure the implementation of the rights related to the processing of personal data based on the General Data Protection Regulation. You have the right to be informed about the processing of your personal data by Fennia, as well as the right to exercise your other rights.

You can send us a request to exercise your rights in the Oma Fennia online service via the “Tietosuojaoikeuksien käyttäminen” (“Exercising data protection rights”) by clicking Viestit → Lähetä uusi viesti → Tietosuojaoikeuksien käyttäminen.

You can also submit your request in person at the offices of companies that are part of Fennia Group.

For general information about the processing of personal data within Fennia Group, please contact our Data Protection Officer at tietosuoja@fennia.fi. Please note that to ensure good customer service, we may call or otherwise contact you prior to responding to your request. This allows us to ensure you get the right response to your request. In addition, we will always verify your identity and request the necessary additional information before responding to your request.

Right of access

You have the right to receive confirmation as to whether personal data concerning you is being processed at Fennia and, if so, the right to access your data. You can easily check the kind of information we have about you at any time by accessing your data in our [Oma Fennia online service](#).

Right to rectification

You have the right to request the rectification of inaccurate and erroneous personal data about you. You also have the right to have incomplete personal data completed, taking the purposes of the processing of personal data into account. You can correct errors in your data yourself in our [Oma Fennia web service](#).

You have the right to receive a copy of your personal data processed by us free of charge. If you request the same information again, we may charge a copying and information retrieval fee in accordance with our price list, based on a case-by-case assessment.

Right to restriction of processing and right to object to processing

In certain situations, you have the right to restrict the processing of your personal data if we consider it justified based on a case-by-case assessment. For example, this may be the case if you contest the accuracy of the personal data, in which case the processing is restricted for the time necessary to ensure the accuracy of the data. When the processing of personal data is restricted, it may only be processed if the specified condition is met.

You have the right to object, on grounds related to your particular situation, to the processing of your personal data if we process your data for the performance of a task carried out in the public interest, in the exercise of official authority vested in us or in our legitimate interest. If we consider that your grounds for objecting to the processing outweigh the reasons for your processing of personal data, we will stop processing them.

You always have the right to object to the processing of your personal data for the purposes of direct marketing. If you do not want us to call or otherwise target you with direct marketing, you can object to the use of your data for direct marketing by notifying us directly or by registering for the Robinson and Posti-Robinson direct marketing restriction services maintained by the Data & Marketing Association of Finland.

The ban on direct marketing imposed on us also prevents profiling for direct marketing purposes.

You also have the right to prohibit profiling for direct marketing purposes. In this case, we will no longer target you with direct marketing.

Right to erasure

You have the right to have your personal data deleted in certain situations. For example, this right applies to your data if it is no longer needed for the purposes for which it was collected. In addition, we must delete your personal data if the processing of your personal data is based on consent, and you withdraw your consent.

However, there is no right to erasure if the processing is necessary for the establishment, exercise or defence of a legal claim.

Please note that we will delete your unnecessary personal data without a separate request after we no longer have a basis to process it.

Right to data portability

If the processing of your personal data is based on consent or a contract, you have the right to receive your personal data provided to us and generated in connection with the use of our services in a form that allows you to transfer it to another company. At your request, a copy of this personal data may also be transmitted directly to another company if technically possible.

Right to object to automated decision making

You have the right to obtain human intervention on the part of the controller, as well as the right to express your point of view and contest the decision you have received.

Right to withdraw consent

If you have given us consent to process your data for any purpose, you can always withdraw your consent by notifying us, for example, through Oma Fennia. Once you have withdrawn your consent, we will no longer process your data for the purpose for which we requested your consent.

Right to lodge a complaint with the Data Protection Ombudsman

You can contact Fennia's Data Protection Officer at tietosuoja@fennia.fi or through Oma Fennia if you feel that we have violated your rights under the General Data Protection Regulation. If you are dissatisfied with the response you have received from us, you can also always contact the [Data Protection Ombudsman](#).

Copying and data retrieval fees

You have the right to receive a copy of the personal data we process about you free of charge once a year. If you request the same data again, we may, on a case-by-case basis, assess whether charge the reproduction and retrieval fees set out in the attached price list.

Copy, 60 cents per page (A4 size) or €1.20 per page (A3 size), up to €86 per document.

For a copy to be prepared based on a request for a document requiring special measures, €3.50 per page, up to €180 per document.

A fee of at least €8 is always charged for copies.

For the email delivery of a document requiring scanning, the same fee is charged as for the document to be delivered as a copy.

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