

## **Posti Customer Service**

### **Processing of personal data at Posti Customer Service is the responsibility of Posti Ltd**

**Posti Ltd** (Business ID: 0109357-9)

Posti Customer Service

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Tel. +358 (0)600 94320 (EUR 1.84/answered call + local network charge/mobile call charge)

[www.posti.fi](http://www.posti.fi)

[consumerservice@posti.com](mailto:consumerservice@posti.com)

**Data Protection Officer:** [tietosuoja@posti.com](mailto:tietosuoja@posti.com)

#### **Purpose and legal basis of personal data processing**

Posti Customer Service processes personal data in order to handle and investigate contacts, customer feedback, claims for damages or inquiries for lost items in connection with consultations, orders and deployment of Posti Group's products or services. Customers may contact Posti through several customer service channels (telephone, e-mail, chat or web service).

Data can also be processed for training, quality control, security, maintenance and development of the service and systems, as well as for statistical purposes.

In that case, the processing of data is based on the fulfillment of Posti's statutory obligations (for example, the Postal Act and Accounting Act), compliance with the contract with the customer or Posti's legitimate interest (for example, customer surveys, product development and statistics).

#### **Data processed in the customer service system and its retention**

The customer service register includes the following information about persons who have claimed for damages, given customer feedback, made a lost item inquiry or contacted the customer service for product and service information.

- Given name and surname
- Contact details
- Item information (for example, sender, addressee, mailing type, item ID)
- Payment information (for example, bank account number)
- Compensation claimed and postage fee
- Compensation decision (justification and payment details)

In addition to the basic customer information, personal data may also include information on agreements, use of services and areas of service use disclosed in claims for

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compensation, customer feedback, product and service information and inquiries for lost items, as well as data required to produce and control services.

The event data in the customer service register will be retained for 3 years and 3 months. Data relating to compensation decisions will be retained for a maximum of 10 years.

**Regular sources of data**

The data in the register is disclosed by the customer, for example, in a claim for damages, customer feedback, lost item inquiry or request for information. In addition, the register may also contain relevant information that has emerged as a result of an investigation (obtained, for example, from Posti's production units or Retail Network).

**Safe disclosure of data**

Customer data will not be disclosed for direct marketing purposes. Otherwise, data will be disclosed to third parties within the limits set forth in applicable legislation.

Data in the customer service register can also be processed by Posti's subcontractors, such as debt collection companies.

Due to the technical implementation of the processing of data, some data may be physically situated on external subcontractors' servers or hardware, where they are processed through a technical interface.

Personal data will not be transferred outside the European Union or the European Economic Area, unless it is necessary for the technical implementation of the service, e.g. system maintenance. In all cases, the precondition for disclosing and transferring data is that the parties receiving and processing the data have signed an agreement with Posti that includes the standard clauses approved by the EU Commission and ensures that the processing of data is carried out in compliance with the law.

**Data protection principles**

The customer service register is part of a system holding the data of the customers of Posti Group and the data of the customers' contact persons. The system is protected through the use of personal usernames and passwords. Anyone to be given a username and password for the system must, before receiving these, attend training pertaining to the use of the

system. The training also covers Posti Group's instructions on handling business secrets and customer data.

All data is processed confidentially and may only be disclosed to persons who need it to perform their duties and who are bound by a non-disclosure obligation.

The data in the customer service register is located in Posti Group's secure Local Area Network inaccessible to persons outside the Group.

**Rights of data subjects, access to information, rectification and completion of data, restrictions**

The data subject has the right to know about the processing of his or her personal data, to review his or her personal data and to request rectification of inaccurate data and completion of incomplete data. The data subject may request the erasure or transfer of personal data or request restriction of processing. When processing is based on consent, consent can be withdrawn at any time.

The easiest way to check one's data is to go to [www.posti.fi/yhteystietoni](http://www.posti.fi/yhteystietoni). When logged in, data subjects can also submit a request for a personal data review.

Data subjects may also submit requests for review, rectification and completion by personally visiting Posti Ltd's address mentioned above or by sending a signed request to the said address or by sending a scanned copy of a request by e-mail to [consumerservice@posti.com](mailto:consumerservice@posti.com).

Requests will be handled on a case-by-case basis, as these rights may be subject to restrictions due to the circumstances.

All data subjects have the right to lodge a complaint with a supervisory authority, especially in the Member State where they have their habitual residence or place of work or where the alleged breach of the data protection regulation occurred (in Finland, the supervisory authority is the Data Protection Ombudsman).