

## RETENTION PERIODS FOR PERSONAL DATA / FORTUM (FINLAND)

1.3.2023

We store the personal data we have collected for as long as the information is necessary to fulfil the purpose for the processing of the data, to ensure Fortum's rights or to comply with its statutory storage obligations. Your personal information and transaction information will not be stored longer than indicated in the table below:

<b>Delivery of product or service</b>	
Information about the agreement, customer relationship and transactions	10 years from the termination of customer relationship
Digital account and login ID	3 years from the last login
Call recordings and other call logs	3 years
<b>Marketing</b>	
Marketing opt outs	10 years from the end of customer relationship or collection date for non-customers
Online marketing and analytics	26 months
Information used for segmentation	3 years from the termination of the contractual relationship
<b>Statutory obligations</b>	
Bookkeeping	7 years
Electricity Act	6 years
Terms of Electricity Sales (TESa 2014)	10 years
<b>Product and service development as well as internal reporting</b>	
Conversation recordings for education and quality control	1 year
Pseudonymised customer information	20 years

Personal data is stored for the period specified in the table and is securely deleted or destroyed after the storage period. In some cases, we anonymise the information and irrevocably remove all such identifiers, with which an individual can be identified.

## RETENTION PERIODS FOR PERSONAL DATA / FORTUM (NORWAY)

23.2.2022

We store the personal data we have collected for as long as the information is necessary to fulfil the purpose for the processing of the data, to ensure Fortum's rights or to comply with its statutory storage obligations. Your personal information and transaction information will not be stored longer than indicated in the table below:

<b>Statutory obligations</b>	
The Bookkeeping Act	Up to 6 years
The Statute of Limitations	Up to 13 years
Regulation regarding Electricity Sales and Grid Services	Up to 3 years
The Tax Administration Act	Up to 10 years

Personal data is stored for the period specified in the table and is securely deleted or destroyed after the storage period. In some cases, we anonymise the information and irrevocably remove all such identifiers, with which an individual can be identified.

## RETENTION PERIODS FOR PERSONAL DATA / FORTUM (SWEDEN)

2023.02.01

We store the personal data we have collected for as long as the information is necessary to fulfil the purpose for the processing of the data, to ensure Fortum's rights or to comply with its statutory storage obligations. Your personal information and transaction information will not be stored longer than indicated in the table below:

<b>Delivery of product or service</b>	
Information about the agreement, customer relationship and transactions	10 years from the termination of customer relationship
Digital account and login ID	3 years from the last login
Call recordings and other call logs	3 years
<b>Marketing</b>	
Marketing opt outs	10 years from the end of customer relationship or collection date for non-customers
Online marketing and analytics	26 months
Information used for segmentation	1 years from the termination of the contractual relationship
<b>Statutory obligations</b>	
Bookkeeping	8 years
Measured electricity consumption	10 years
<b>Product and service development as well as internal reporting</b>	
Conversation recordings for education and quality control	1 year
Pseudonymised customer information	20 years

Personal data is stored for the period specified in the table and is securely deleted or destroyed after the storage period. In some cases, we anonymise the information and irrevocably remove all such identifiers, with which an individual can be identified.